

Lead with Heart

Building Resilient, Impactful Teams in the Social Care Revolution

Leadership Reflection Workbook

Your personal guide to heart-led leadership development

Dr Karen May

Heart-Led CEO · Mentor · Educator · Doctoral Researcher

Author of Lead with Heart

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A MESSAGE FROM KAREN

How to Use This Workbook

This workbook is your companion for the Lead with Heart Leadership Masterclass. It is designed to help you move from listening to doing — turning the ideas and frameworks from today's session into real, lasting change in your leadership practice.

You don't need to complete every page today. Read through, find what speaks to where you are right now, and start there. Come back to the rest over the coming weeks.

There are no right or wrong answers. This is a space for honest reflection — for you, by you.

What's inside:

SECTION 01	My Leadership Right Now — Where am I starting from?
SECTION 02	The HEART Model — My self-assessment and reflections
SECTION 03	The Leadership Crisis — What rings true for me
SECTION 04	The Accountability Conversation — My action plan
SECTION 05	My Resilience & Wellbeing — Honest check-in
SECTION 06	Building My Team Culture — What I want to create
SECTION 07	My 30-Day Leadership Commitment — What I will do next
SECTION 08	My Heart-Led Leadership Vision — Where I am going

"People don't leave organisations first. Often, they leave environments where their hearts no longer feel safe."

— Dr Karen May

SECTION 01

My Leadership Right Now

Before we begin — an honest look at where you are starting from today.

How are you feeling about your leadership right now? (Circle one)

- | | |
|--------------------------------------|-------------------------------------|
| ☐ Energised | ☐ Confident |
| ☐ Overwhelmed | ☐ Uncertain |
| ☐ Motivated | ☐ Exhausted |
| ☐ Hopeful | ☐ Stuck |
| ☐ Inspired | ☐ Burned out |

What brought you to this masterclass today? What were you hoping to find?

What is the biggest leadership challenge you are facing right now?

HOW WOULD YOU RATE YOUR LEADERSHIP CONFIDENCE RIGHT NOW?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

1 = Very low confidence

10 = Very high confidence

HOW SUPPORTED DO YOU FEEL IN YOUR LEADERSHIP ROLE?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

1 = Not supported at all

10 = Fully supported

SECTION 02

The HEART Leadership Model™

A self-assessment for each principle. Be honest — this is for you.

H

Human-Centred Leadership

I lead with the whole person in mind — not just the role or the task.

HOW STRONGLY IS H — HUMAN-CENTRED LEADERSHIP PRESENT IN MY LEADERSHIP RIGHT NOW?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

1 = Not yet present

10 = Fully embedded

Where do I currently lead from — the person or the process? When do I find this hardest?

E

Emotional Intelligence

I manage my own emotions and create space for my team's emotions.

HOW STRONGLY IS E — EMOTIONAL INTELLIGENCE PRESENT IN MY LEADERSHIP RIGHT NOW?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

1 = Not yet present

10 = Fully embedded

What triggers me most as a leader? How do I currently respond when emotions are high in the team?

A

Accountability with Compassion

I hold high standards while honouring the person — I address behaviour, not identity.

HOW STRONGLY IS A — ACCOUNTABILITY WITH COMPASSION PRESENT IN MY LEADERSHIP RIGHT NOW?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

1 = Not yet present

10 = Fully embedded

Think of a recent accountability conversation. What went well? What would I do differently?

R

Resilience Building

I build resilience in myself and model it for my team.

HOW STRONGLY IS R — RESILIENCE BUILDING PRESENT IN MY LEADERSHIP RIGHT NOW?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

1 = Not yet present

10 = Fully embedded

What depletes my resilience most? What restores it? What does my team see me modelling?

T

Transformational Culture

I am actively building a culture of excellence, safety, and purpose.

HOW STRONGLY IS T — TRANSFORMATIONAL CULTURE PRESENT IN MY LEADERSHIP RIGHT NOW?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

1 = Not yet present

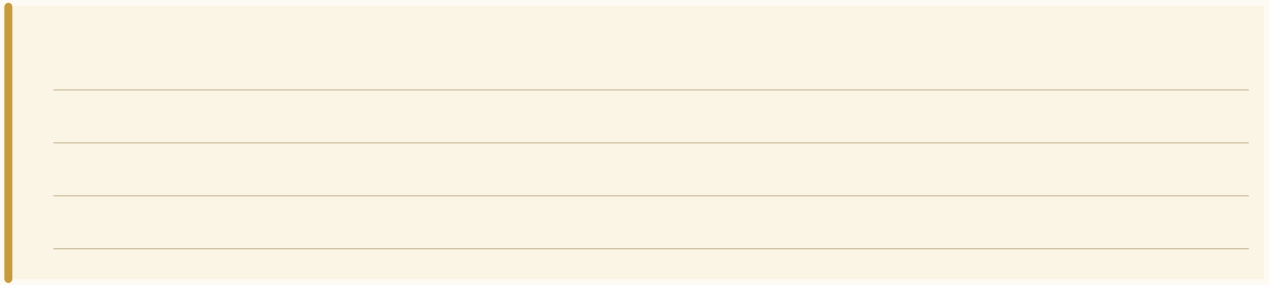
10 = Fully embedded

What does the culture in my team look like right now? What one word would my team use to describe it?

My Overall HEART Reflection

Which letter of HEART resonates most with where you are right now, and why?

Which letter feels most challenging for you to live out in your current role?



A yellow sticky note with a gold-colored vertical line on the left edge. The note contains four horizontal lines for writing, spaced evenly across its width.

SECTION 03

The Leadership Crisis

Reflect honestly on what rings true in your own experience.

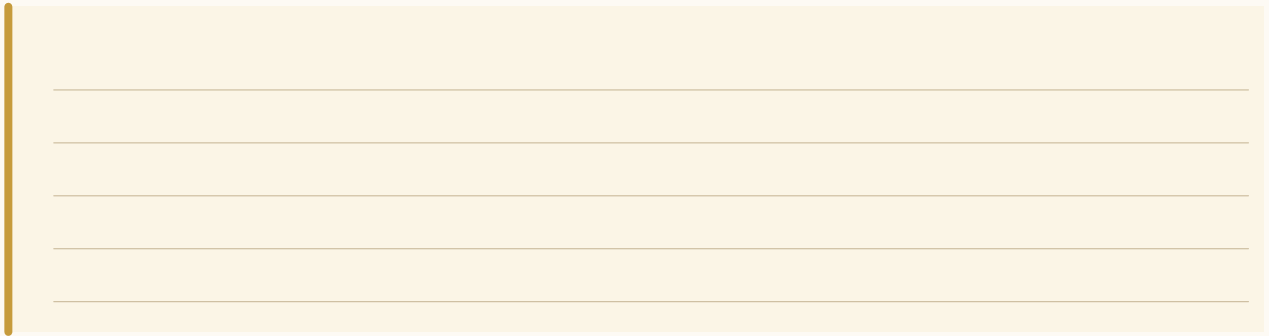
Which of these feel true in your current situation? (Tick all that apply)

- | | |
|---|--|
| ☐ Staff burnout is present in my team | ☐ High turnover is affecting us |
| ☐ Compassion fatigue is something I experience | ☐ I often feel I am leading from exhaustion |
| ☐ Compliance pressure feels relentless | ☐ I am often in reactive management mode |
| ☐ Team morale needs attention | ☐ I feel unsupported in my leadership |

What is the root cause of the biggest challenge you ticked above? Go deeper than the surface — what is really going on?

"The problem is not that leaders don't care. Many are caring deeply — but leading from exhaustion." Does this describe you? What does leading from exhaustion look, feel, and sound like in your day-to-day?

What would be different in your team if you were leading from a place of energy and confidence rather than exhaustion?



A yellow sticky note with a vertical gold line on the left and five horizontal gold lines for writing.

SECTION 04

The Accountability Conversation

Use this framework to plan a real conversation you need to have.

Think of one accountability conversation you have been avoiding or struggling with. Work through the 5-step framework below.

Who is this conversation with, and what is the situation?

01

CONNECT

Start with the person, not the problem.

02

CLARIFY

State the standard clearly and calmly.

03

EXPLORE

Ask what got in the way. Listen fully before responding.

04

COMMIT

Agree a clear, specific action with a timeline.

05

CLOSE

End with affirmation.

When will I have this conversation? (Write a specific date and time — not "soon")

SECTION 05

My Resilience & Wellbeing

An honest check-in. You cannot pour from an empty cup.

HOW FULL IS MY CUP RIGHT NOW?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

1 = Running on empty

10 = Fully restored

What depletes my energy most as a leader? (Tick all that apply)

- | | |
|---|---|
| ☐ Difficult conversations | ☐ Staff conflict |
| ☐ Lack of support from above | ☐ Paperwork and admin |
| ☐ Feeling undervalued | ☐ Not enough time |
| ☐ Managing poor performance | ☐ Uncertainty and change |
| ☐ Carrying others' emotions | ☐ My own self-criticism |

What restores my energy? (Tick all that apply)

- | | |
|--|--|
| ☐ Time with my team when things go well | ☐ Exercise or movement |
| ☐ Time away from work | ☐ Connecting with nature |
| ☐ Supervision or mentoring | ☐ Creative activities |
| ☐ Prayer or spiritual practice | ☐ Time with people I love |
| ☐ Learning something new | ☐ Rest and sleep |

What boundary have I been avoiding putting in place? What has stopped me?

What would I tell a team member to do if they described feeling the way I feel right now?

One thing I will do this week to restore my own energy:

SECTION 06

Building My Team Culture

What exists now — and what do you want to create?

Describe your team culture right now

If I asked my team to describe our culture in three words, they would probably say:

What does psychological safety look like in my team? Do people feel safe to speak up, make mistakes, and bring bad news?

Rate your current team culture

HOW PSYCHOLOGICALLY SAFE DOES MY TEAM FEEL?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

1 = Very unsafe

10 = Fully safe

HOW RESILIENT IS MY TEAM AS A WHOLE?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

1 = Fragile

10 = Highly resilient

HOW CLEAR IS THE PURPOSE AND VISION IN MY TEAM?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

1 = Very unclear

10 = Crystal clear

HOW ACCOUNTABLE IS THE CULTURE IN MY TEAM?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

1 = No accountability

10 = High accountability

The culture I want to build

In one year, if I have led well, what will my team's culture look, feel, and sound like?

What is the single biggest shift I need to make as a leader to get there?

SECTION 07

My 30-Day Leadership Commitment

Small, consistent shifts in leadership practice create profound long-term change.

Choose ONE commitment for each area below. Make it specific, realistic, and time-bound. This is not a wish list — it is a promise to yourself.

H
HUMAN-CENTRED

One thing I will do to see the whole person in my team:

E
EMOTIONAL

One thing I will do to strengthen emotional intelligence in my leadership:

A
ACCOUNTABILITY

One accountability conversation I will have — and when:

R
RESILIENCE

One thing I will do to build resilience in myself or my team:

T
TRANSFORMATIONAL

One step I will take to shift the culture in my team:

Who will I share this commitment with? Accountability grows when someone else knows your intention.

SECTION 08

My Heart-Led Leadership Vision

Where are you going? Who are you becoming as a leader?

"Am I leading for this week, or for the next year?"

— Dr Karen May, Lead with Heart

In five years, what kind of leader do I want to be known as? What do I want my team to say about my leadership?

What legacy do I want to leave in social care? What difference do I want my leadership to have made?

What is the one thing I learned today that I will carry with me?

Write yourself a short letter of encouragement as a leader. What do you most need to hear right now?

Thank you for showing up today — for your team, your organisation, and yourself. Heart-led leadership is not a destination. It is a daily choice. And you have already taken the first step.

With heart,

Dr Karen May

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