

LEADING FROM THE INSIDE OUT: LEADERSHIP FOR COMPLEX CHANGE



TRAINING OVERVIEW

This program empowers professionals at all levels to lead with authenticity, resilience, and adaptive skill — regardless of title or position. Drawing from research-based leadership frameworks and the acclaimed Adaptive Leadership model, “Leading from the Inside Out” provides hands-on tools and reflective practice to help you catalyze positive transformation in today’s complex environments.

KEY TAKEAWAYS:

- Explore the true nature of leadership — understand the distinction between leadership, management, and authority.
- Build essential skills in self-awareness, presence, and inquiry to deepen trust and foster authentic relationships.
- Develop practical techniques for psychological safety, engaged listening, and curiosity-driven communication.
- Learn to differentiate and navigate technical problems versus adaptive challenges — mobilizing others to drive meaningful, sustainable change.
- Practice resetting values and mindsets as you confront resistance, manage complexity, and lead with empathy across diverse worldviews.
- Strengthen your ability to create “holding environments” where teams can learn from feedback, collaborate across boundaries, and thrive amidst uncertainty.
- Walk away with actionable strategies, renewed confidence, and a personal toolkit for leading transformation from any seat.

PROGRAM STRUCTURE:

6 interactive sessions (2 hours each), blending reflection, group dialogue, skill practice, and real-world application. Ongoing support and follow-up ensure learning is sustained and personalized.



IDEAL FOR:

Leaders, managers, advocates, and change agents working in youth, family, human services, behavioral health, and collaborative community settings — anyone ready to enhance their impact, regardless of formal authority.

MEET LEADERSHIP & CHANGE MANAGEMENT EXPERT:

Mark B. Durgin is the President of Keystone Leadership Coaching, LLC, and an accomplished leader dedicated to empowering human service managers to build effective, burnout-free teams.

With over 20 years of experience in coaching and leadership development, Mark has partnered with professionals nationwide to foster collaborative and high-performing teams. His background includes directing statewide initiatives and facilitating organizational growth, bringing a wealth of expertise in training, adaptive leadership, and supporting complex systems change.

Mark specializes in executive coaching, training, and guiding professionals to unlock their full leadership potential, ensuring positive impact across communities, youth, and families.

