

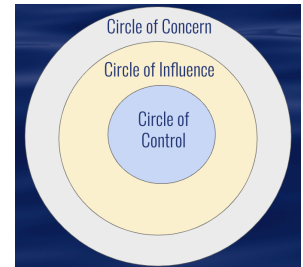


ESTABLISHING A TRUSTING ENVIRONMENT



Patrick Lencioni Models

“Trust is the confidence among team members that their peers’ intentions are good, and that there is not reason to be protective or careful around the group.”
-Patrick Lencioni

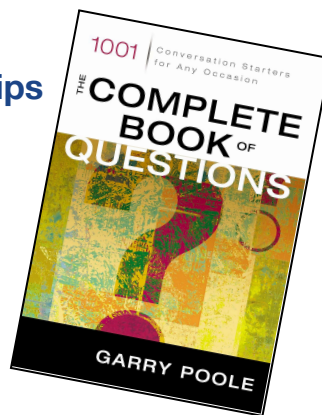


Steven Covey Model

Skill #1: Invest into Relationships

- “Anyone up for a quick game?”

1. Pick a Person and ask them to pick a number from 1-1001.
2. ONLY they answer it.
3. Then hand the book to them and they pick the next person.



- Ask good questions

Example: *What recent experience have you had when you would say you were “in your element”?*

- “Can I help with that?”

Skill #2: Invite Diverse Perspectives

- Take note of different styles and skill sets:

Communication Styles (e.g., Direct vs. Indirect)

Working Styles (e.g., Big picture vs. Detail-oriented)

- Draw out less dominating voices:

Does anyone have a different perspective?

- Elicit feedback and ideas:

How can we think outside the box here?

Skill #3: Initiate More Appreciation

- For appreciation to truly be effective, it must be **individualized** and **authentic**.
- 5 Languages: Words, Time, Service, Gifts, Touch

PLATINUM RULE: Appreciate people in the way *they* want to be appreciated, not in the way most comfortable for you.

Skill #4: Be Proactive to Clear the Air

- Solution-oriented mindset
- Start with value/appreciation & scope
- Get specific!
- Collaborate on how to move forward

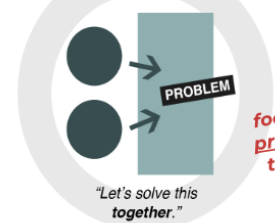
LEARNING CONVERSATION

“Could we touch base? I'd like to get on the same page about —.”



GET CURIOUS

CONTRIBUTION MINDSET



*focus on the **problem**, not the person*