



3 Essentials to Winning Radical Trust

SPEAK Trust:

Questions:

1. What relationship in your life could benefit from increased trust?
2. What is the cost or frustration you are experiencing because of low trust in this relationship?

Threats:

#1: _____

- Know something about each person beyond work
- Make sure people's ideas and suggestions are valued
- Never tolerate workplace bullying or harassment
- Make time for team-building experiences

#2: _____

- Delegate fairly
- Give everyone an equal chance at promotion
- Explain, within reason, the "why" behind your decisions
- Establish rapport with all employees

#3: _____

- Communicate frequently
- Have a clear vision for change
- Involve others in guiding the change to increase a sense of ownership
- Equip people with what they need to make the change
- Celebrate milestones
- Publicly share wins that occur during the change


#4: _____

- Have a clearly defined job description
- Communicate performance measures throughout the year
- Have a list of non-negotiables
- Keep the vision, mission, and values visible and talk about them frequently



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SPEAK Trust:

Trust words and phrases:

#1: _____

- *I'm trusting you to do a great job*
- *I trust this team to perform*
- *I'm so glad I could trust you with that project*

#2: _____

- *I appreciate you turning this in on time*
- *I appreciate the way you handled that situation*
- *I appreciate knowing you always get the job done*

#3: _____

- *We are changing the layout in the breakroom...and here's why*
- *We need reports turned in by 5pm on Friday...and here's why*
- *We are relocating our offices...and here's why*


How can you **SPEAK** trust?

What is one action about **speaking** trust do you want to apply to the relationship you identified as needing increased trust?



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THINK Trust:

Tips:

#1: _____

Rather than immediately assuming intentions are negative and destructive, people who build trust and cooperation immediately assume a person's intentions were positive and constructive.

#2: _____

In those situations when trust and cooperation is at stake, and especially when emotion is involved, we must avoid electronic communication.

#3: _____

People who build trust and cooperation know the importance of communicating as much information as possible and as frequently as possible.

How can you **THINK** trust?


What is one action about **thinking** trust do you want to apply to the relationship you identified as needing increased trust?



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LIVE Trust:

Ingredients:

#1: _____

- Have the facts – be willing to do the research
- Stay curious
- Be coachable
- Stage eager to learn and grow
- Be willing to say, “I don’t know, but I can find out”
- Be passionate about whatever it is you do

#2: _____

- Do what you say you will do
- Follow through, consistently, on promises and commitments
- Quickly and clearly communicate when you are delayed or unable to fulfill something you’ve committed to doing

#3: _____

- Listen to learn
- Seek direct feedback from others – even when the message is difficult to hear
- Give feedback to others – using courage and consideration
- Check your own motivation
- Seek for solutions where everyone can win

#4: _____

- Listen with intense curiosity
- Remember people’s names
- Care about people’s stories
- Authentically share your own challenges, past struggles, and no-so-perfect decisions

How can you LIVE trust?

What is one action about **living** trust do you want to apply to the relationship you identified as needing increased trust?



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REAL Coaching for Leaders®

Program Overview



REAL Coaching for Leaders® is a high-impact experience that equips leaders to coach by brilliantly blending online, evidenced-based content with individual and group coaching.

What is the REAL Coaching for Leaders® difference?

- Learn how to coach through proven course content packed with practical tools, suggestions, and applications – conveniently delivered online
- Receive personal leadership coaching to enhance application and accountability
- Collaborate with peers through group coaching sessions

How does it work?

- Leaders attend a brief virtual orientation to better understand the program and meet the coaches
- Every two weeks, a stage of material is released on our secure, online site
- Each stage contains content with practical suggestions and easily integrated field work
- Throughout the course of the program, leaders receive individual and group coaching sessions

What does the online content include?

Stage One: Coaching with the Brain in Mind

Lesson One: Define coaching

Lesson Two: 3 Big Deals every leader must know about the brain

Stage Two: The Language of Coaching

Lesson One: Leader as coach

Lesson Two: Principles of coaching

Lesson Three: Active listening

Lesson Four: Direct communication

Lesson Five: The coaching process

Stage Three: Leader as Coach

Lesson One: Coaching as a leadership

Lesson Two: 4-square coaching framework

Lesson Three: Win/win solutions

Lesson Four: GROW model for tough talks

Stage Four: Coaching the Team

Lesson One: Building team strengths

Lesson Two: Problem-solving coaching

Lesson Three: Building team engagement and ownership

Stage Five: Coaching Peer-to-Peer

Lesson One: Essentials of trust

Lesson Two: Giving and receiving feedback

Lesson Three: Coaching as a habit



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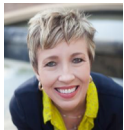
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Who are the creators?



Sherry Yellin, PhD, ACC, BCC is the owner of The Learning Connection, Inc. For more than twenty years, Dr. Yellin has worked with leaders within a variety of industries, public and private, domestic and international. She has partnered with Baylor since 2002. Other select clients include NASA, Pepsico, United States Coast Guard, Children's Medical Center, and the Department of Labor. Her command of brain-based learning is the centerpiece for all of her work. She is a certified coach through the International Coaching Federation and the Center for Credentialing Education. www.SherryYellin.com



Kristine Conway, MS, PCC has over 850 hours coaching leaders from a variety of industries. Kristine has worked in hospital and corporate settings for more than nine years. Her expertise is in organizational development, change management, emotional intelligence, and executive coaching. She is particularly experienced in physician coaching, observation, and feedback processes. Kristine is a certified coach through the International Coaching Federation. www.KristineConway.com

Who are select clients?



What are clients saying?

Thanks, this program is great. I just re-watched Stage one and watched Stage two so I will be ready to talk to my executive tomorrow ... great stuff!!

*I am so impressed by your course. ---- Your class was terrific. I'm glad I said "yes" ... I've really enjoyed it. Your message and tools and techniques for leaders is so spot on!
New Fan of Intelligent Coaching,*

I have noticed that I can intentionally have more productive and less reactive conversations, even with those individuals that push my buttons.

Using coaching principles in the workplace can open up relationships that had previously been challenged or did non exist.

I attempted to persuade colleagues in our last budget meeting about investing in a particular initiative, which is costly. I found that once I could explain the benefit in a personal way that was meaningful to the individuals, and they could see why it would help them, it was easier to get them to commit than when I tried to just rely on the facts and figures



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