

5 Steps to Building Trust





How do you build healthy relationships?



The secret to healthy relationship:



Commitment





*Health relationships take deliberate
action.*



*Character in a relationship is based on
commitment, not a dependency on an
emotion.*

Healthy Relationships



- ▶ I choose to work on this relentlessly.
- ▶ I choose to take personal responsibility to continue to grow in areas that I need to grow.
- ▶ I choose to work on this team.
- ▶ I choose to invest in my people.
- ▶ I choose to be there even when you fail or I don't feel like being in this relationship.



*DISCLAIMER: Not referring to an
abusive relationship*



COHESIVENESS



*A cohesive team is a team
that builds trust.*

Cohesive Team



- ▶ Builds trust
- ▶ Works together
- ▶ Aligned
- ▶ Same direction
- ▶ Purpose

LEARNING ACTIVITY

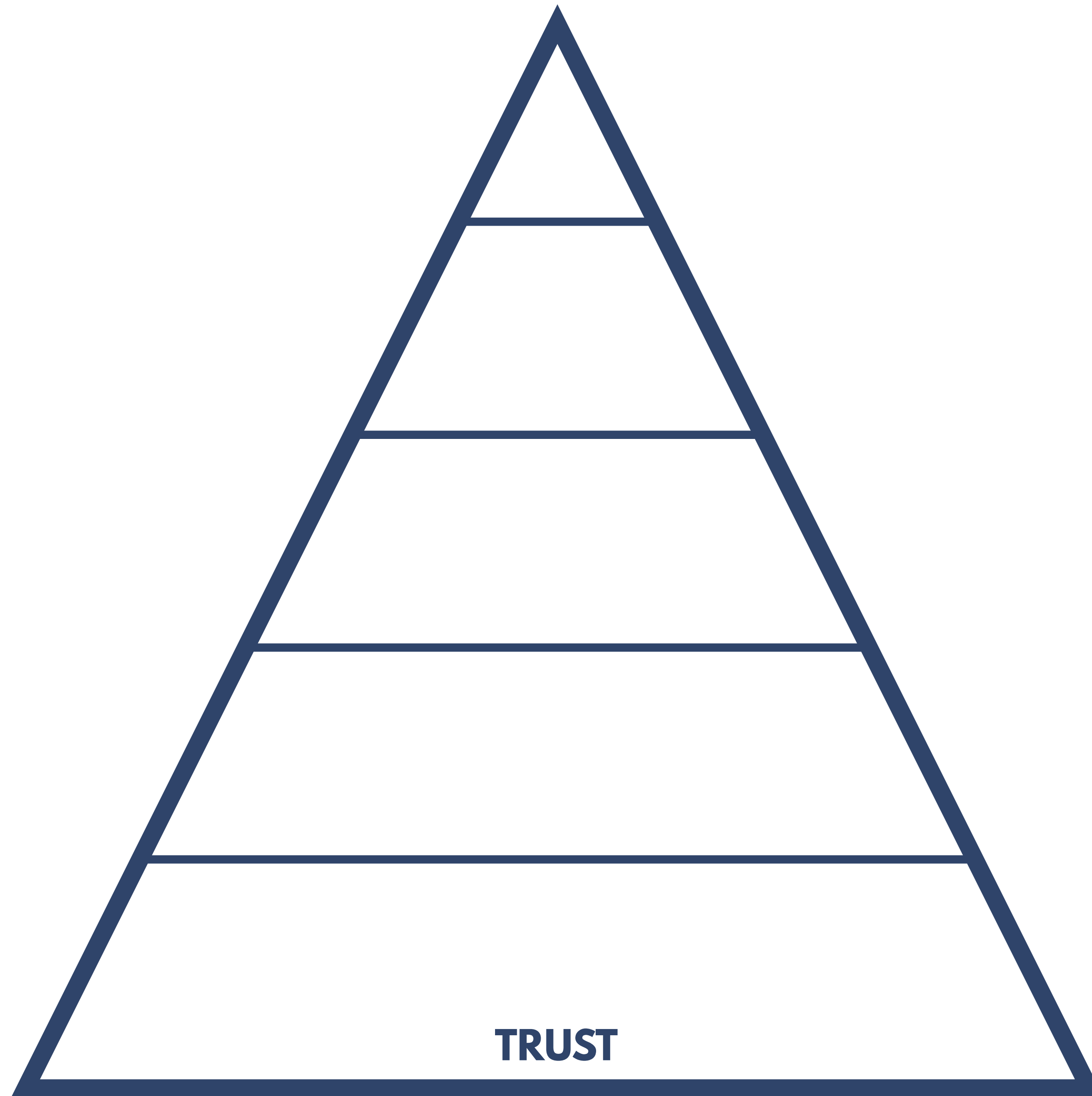
- ▶ Are you willing to begin working toward trusting those you work and live with?
- ▶ What are the limits of your trust?

TRUST

**HEALTHY
RELATIONSHIP**

GROWTH

FOUNDATION

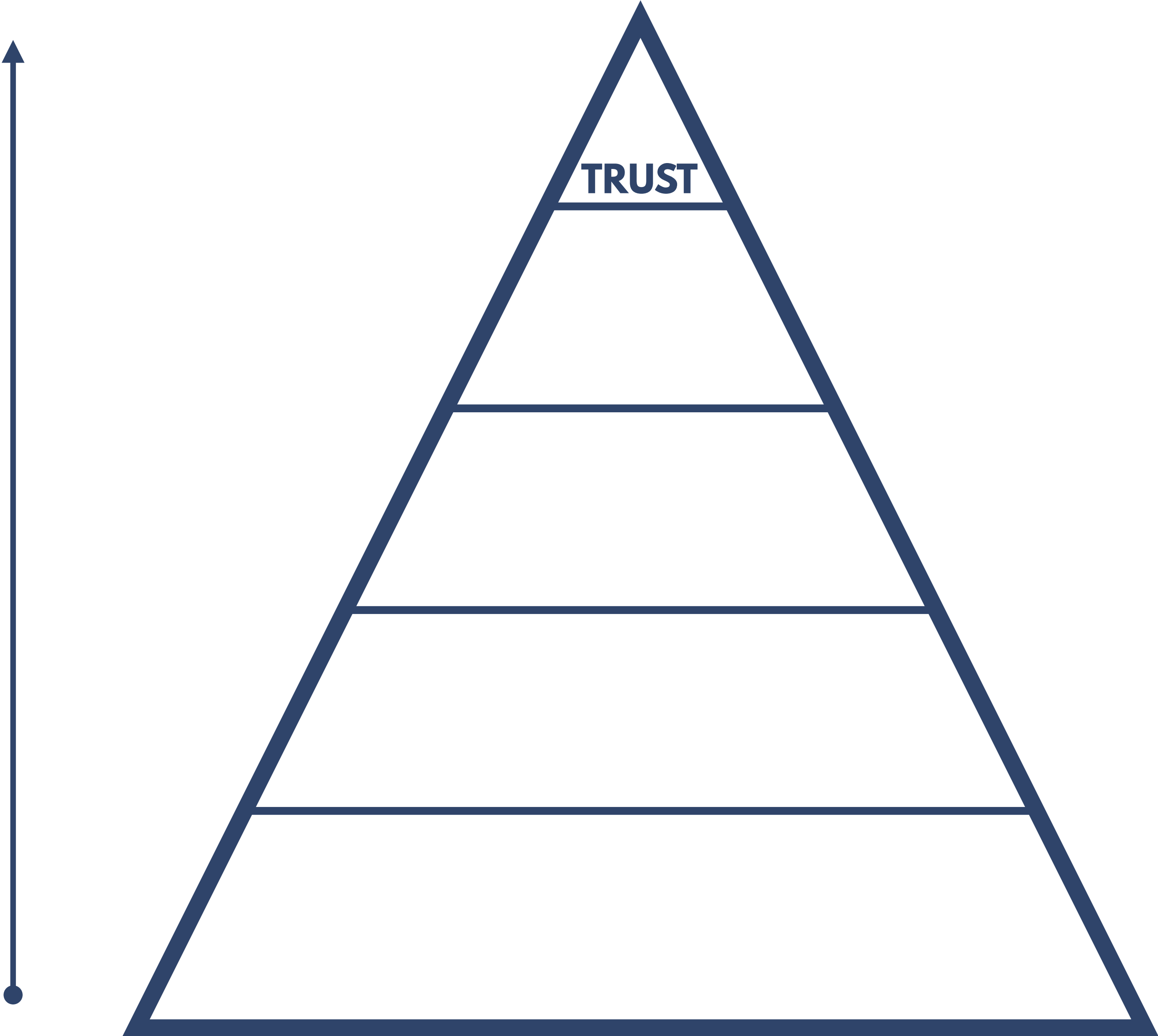


TRUST

**HEALTHY
RELATIONSHIP**

GROWTH

FOUNDATION





Trust takes time.

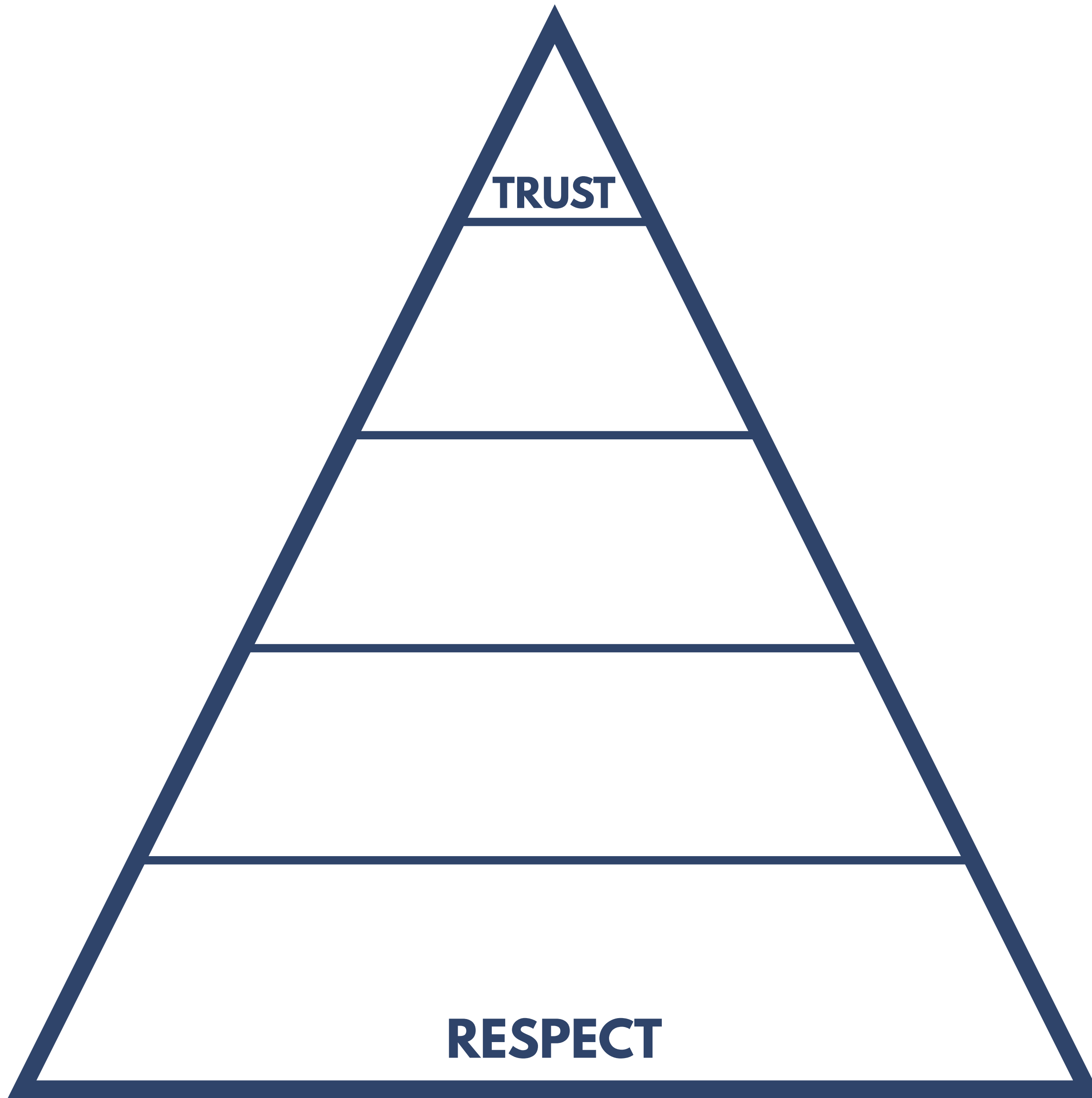
RELATIONSHIP TRIANGLE



Trust has to be earned.

01

Respect

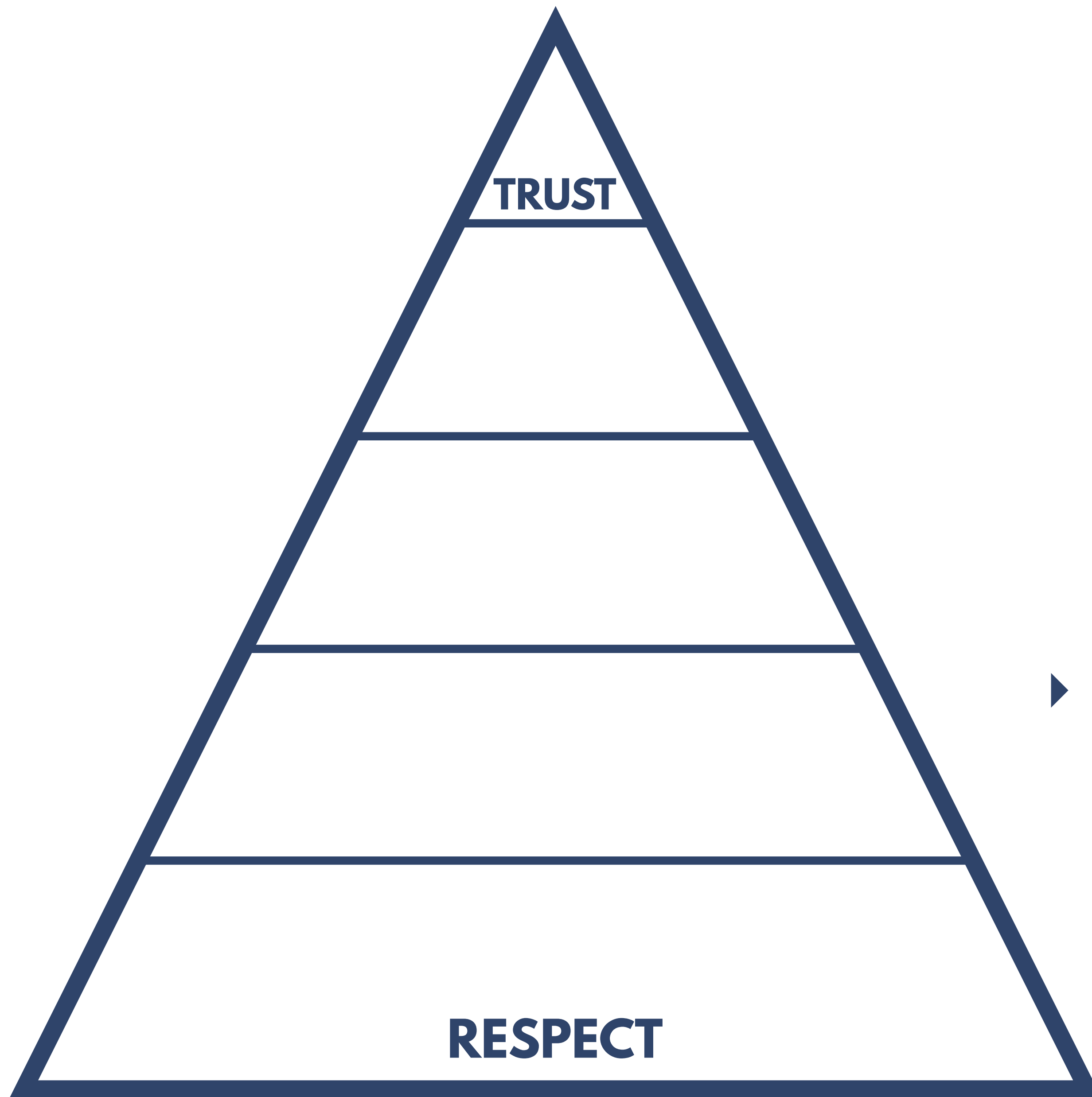


Respect

- Respect for humanity







Respect

► Respect for humanity

► You can lose respect for behavior,
but still respect them as a person

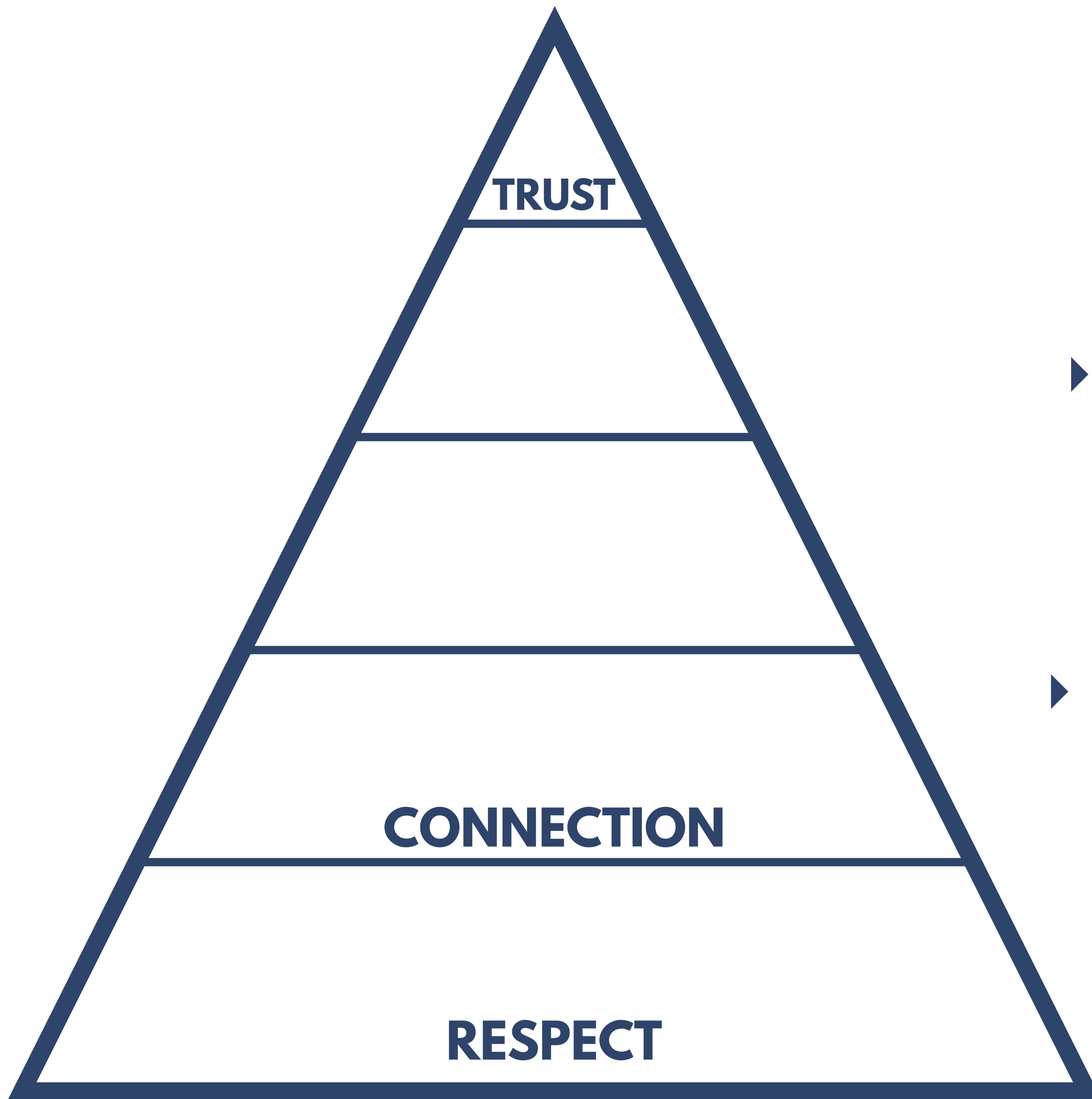


01

Respect

02

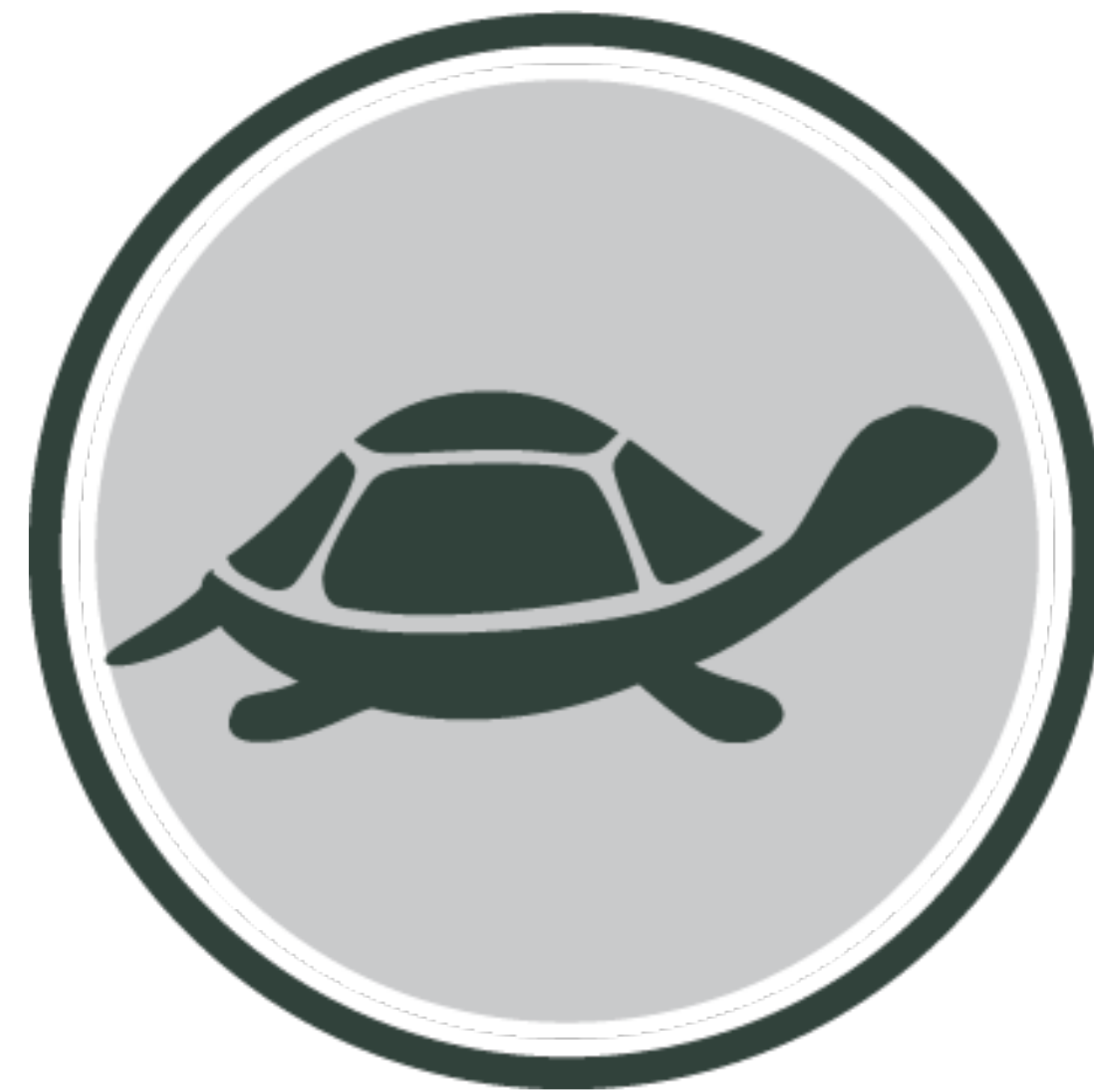
Connection

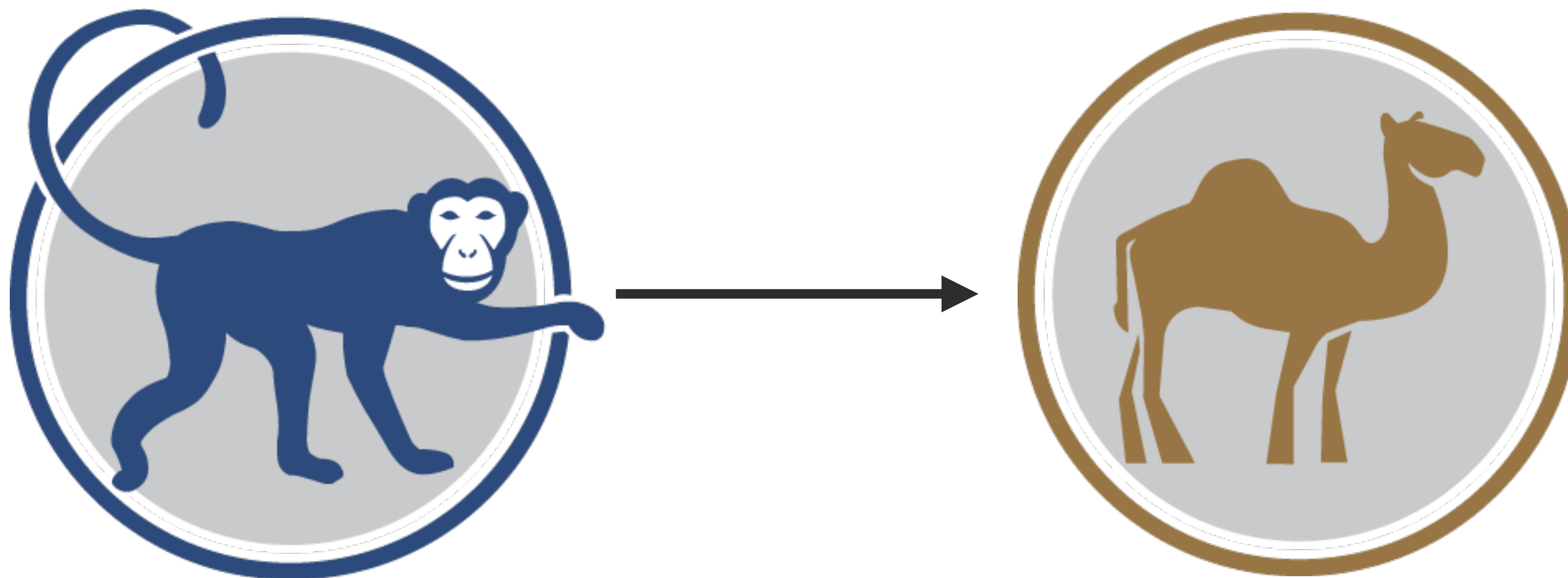


Connection

- ▶ A lack of connection comes from a lack of understanding personality types
- ▶ Connection can be lost—it takes constant work

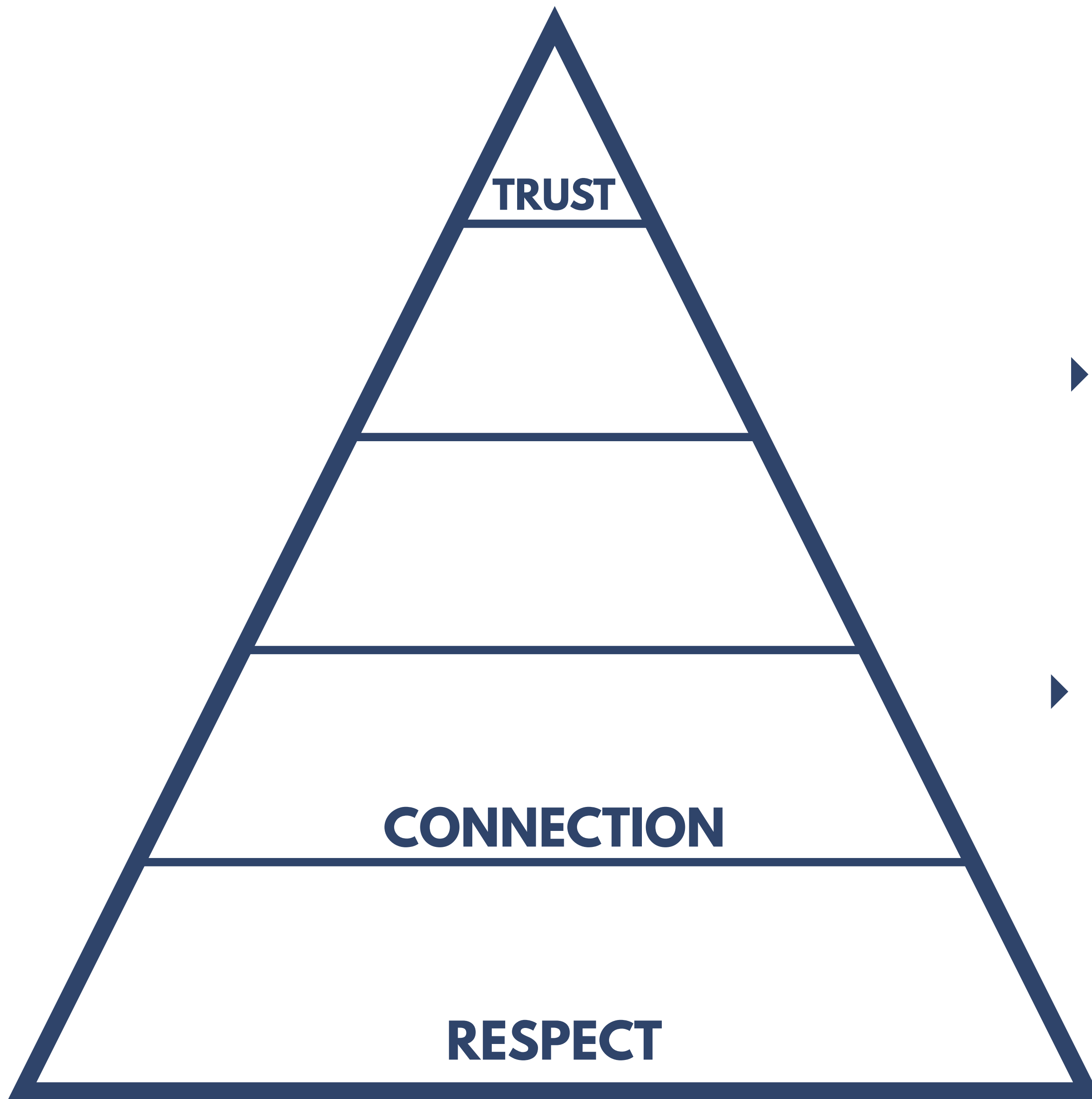








Connection takes work.



Connection

- ▶ A lack of connection comes from a lack of understanding personality types
- ▶ Connection can be lost—it takes constant work

03

Authenticity



*Authentic connection is not to
manipulate, but to build trust.*



Authenticity

▶ Connection must be done authentically, not manipulatively

▶ Authentic connection allows you to be real with your relationships



04

Conflict



Conflict



A grayscale photograph of four people in a meeting. On the left, a woman with short dark hair is looking towards the right, her hands clasped. Next to her, a man with a beard and a plaid shirt is also looking right. In the center, another man with a beard is leaning forward, looking at a laptop. On the right, a woman is gesturing with her hands while speaking. They are all seated around a table with laptops, papers, and pens. A large window in the background shows a cityscape. The text "Healthy conflict" is overlaid in the center in a white, italicized serif font.

Healthy conflict



Conflict

Healthy conflict allows us to respectfully disagree



COMPROMISE



WE AGREE



Conflict

- ▶ Healthy conflict allows us to respectfully disagree
- ▶ It's much easier to compromise during conflict if you authentically understand where someone else is coming from

05

Trust



Trust breeds innovation and ideas.





Trust breeds healthy, long-lasting relationships.

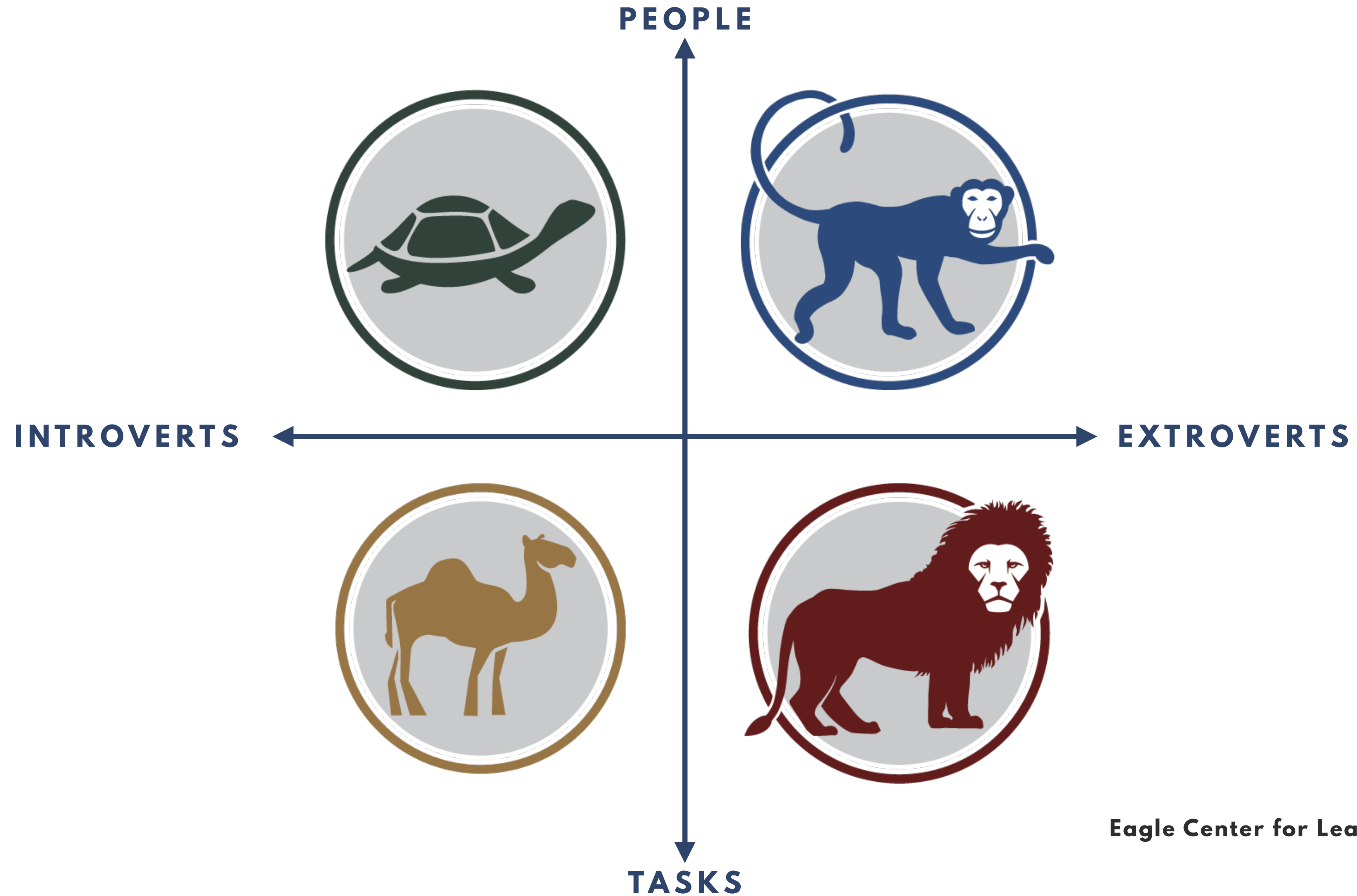
LEARNING ACTIVITY

- ▶ Evaluate your current team on the pyramid.
- ▶ What about your family or close friend group?

The Leadership Dance



The DNA Continuum





Where you fall exactly in that quadrant matters less than that you understand the general tendencies.



We all have primary and secondary personalities



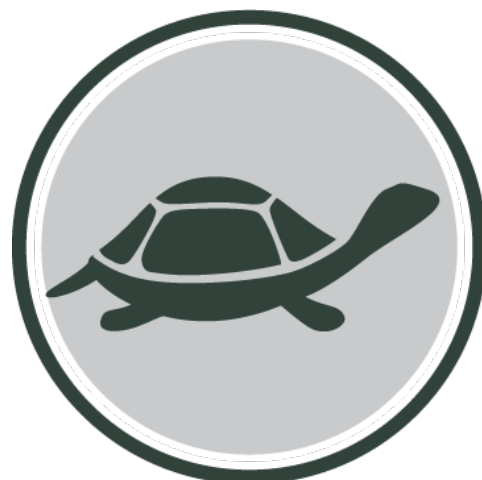
*Many times, like during stress, we
default to our secondary personality.*

A black and white photograph showing a close-up of a car battery. Two jumper cables with red and blue clamps are connected to the battery terminals. The background is blurred, showing other parts of the car's engine compartment. The text "Recharge your battery" is overlaid in a white, italicized serif font.

Recharge your battery



The Leadership Dance



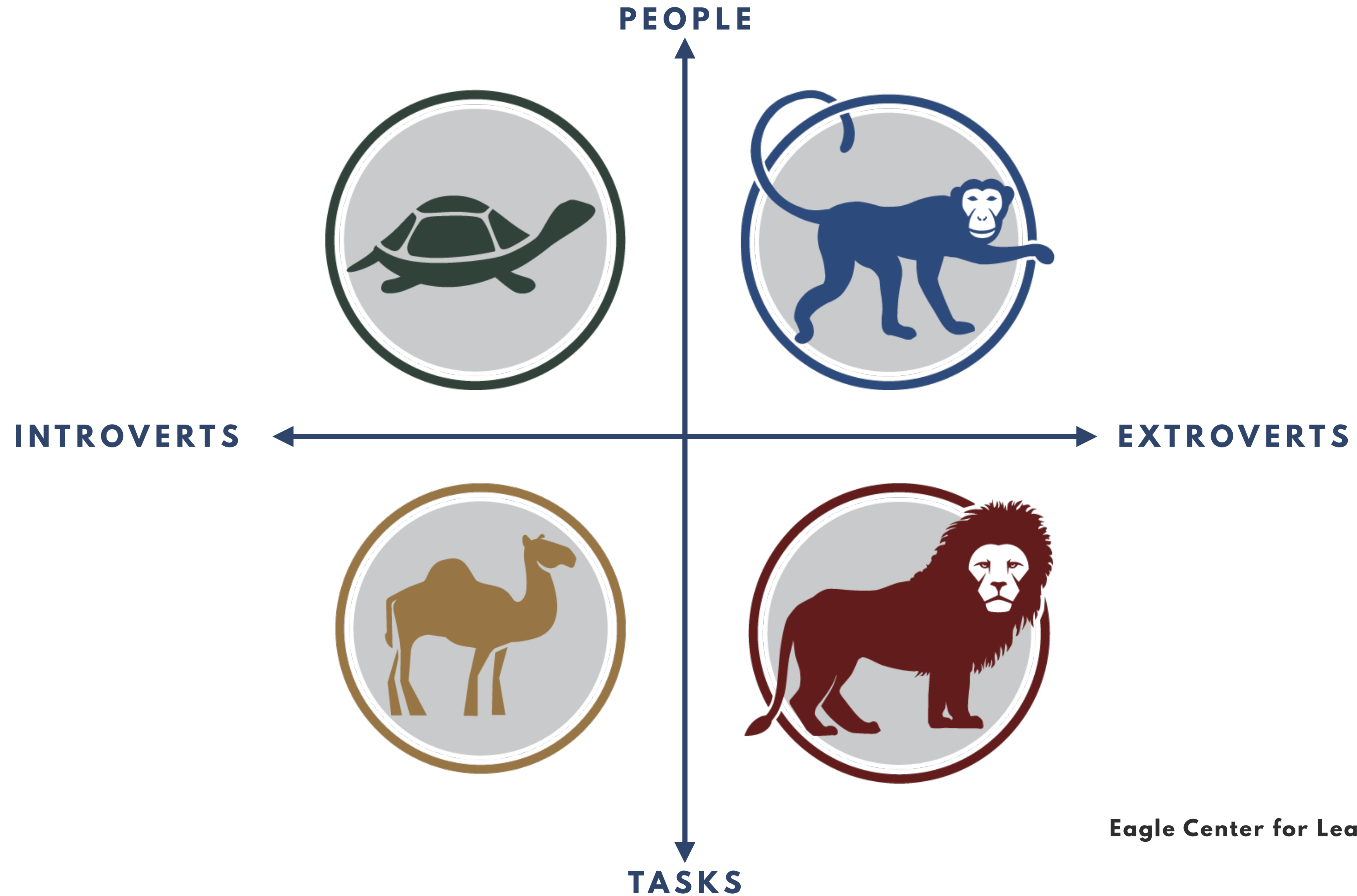
Much-Loved Monkey

Monkeys

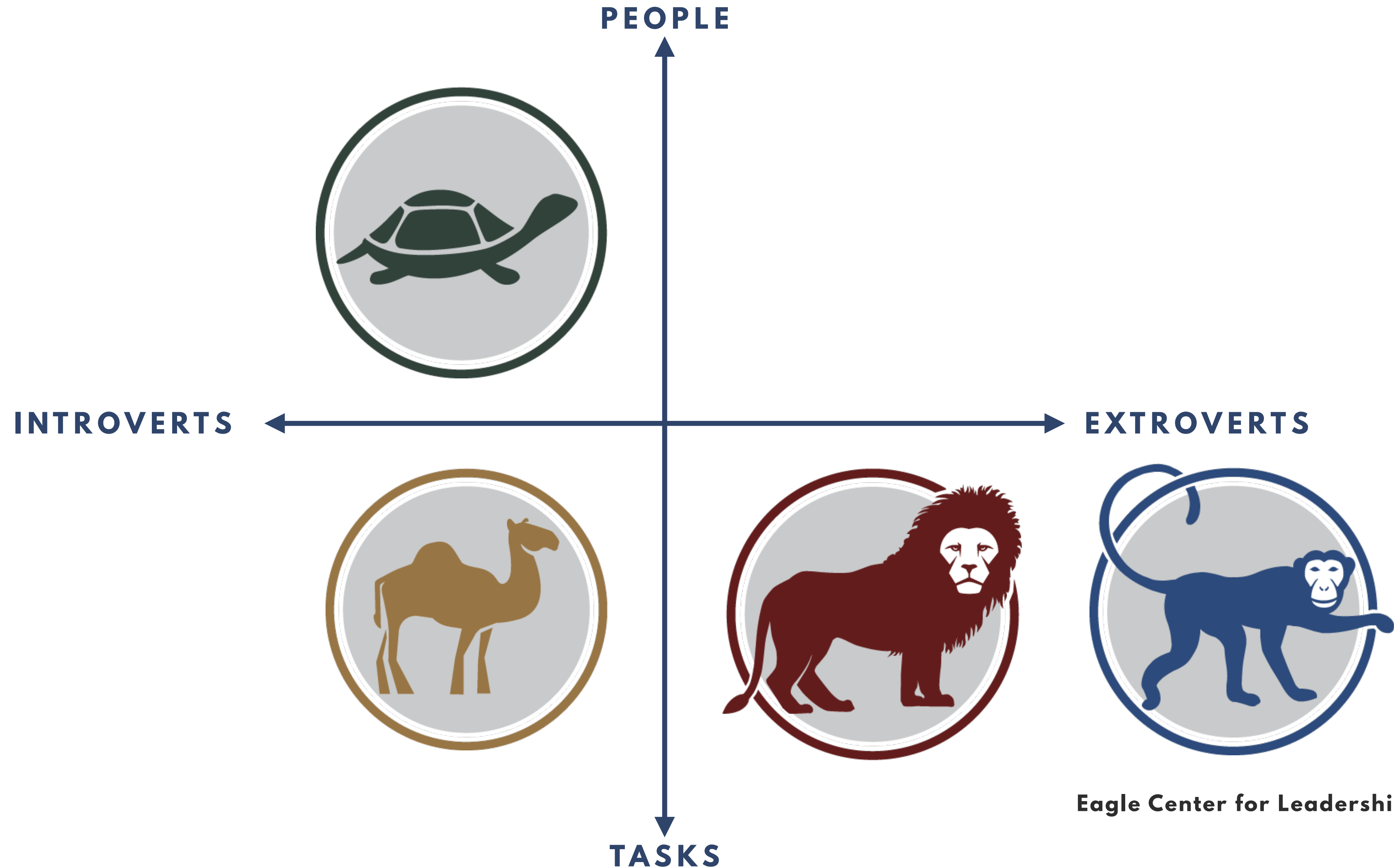


- ▶ Validated by the approval and affirmation of others
- ▶ Be around groups of people
- ▶ Share stories

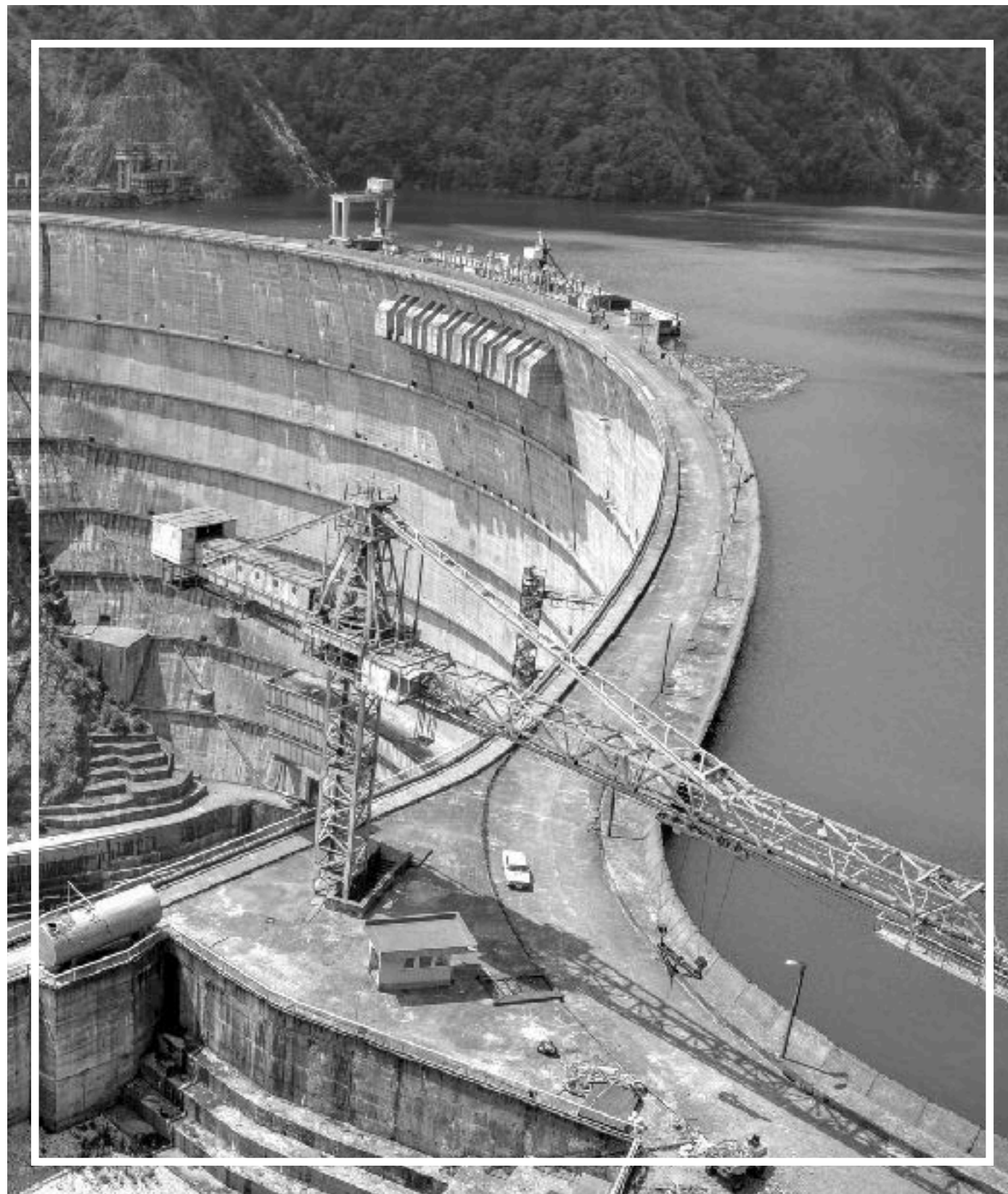
The DNA Continuum



The DNA Continuum

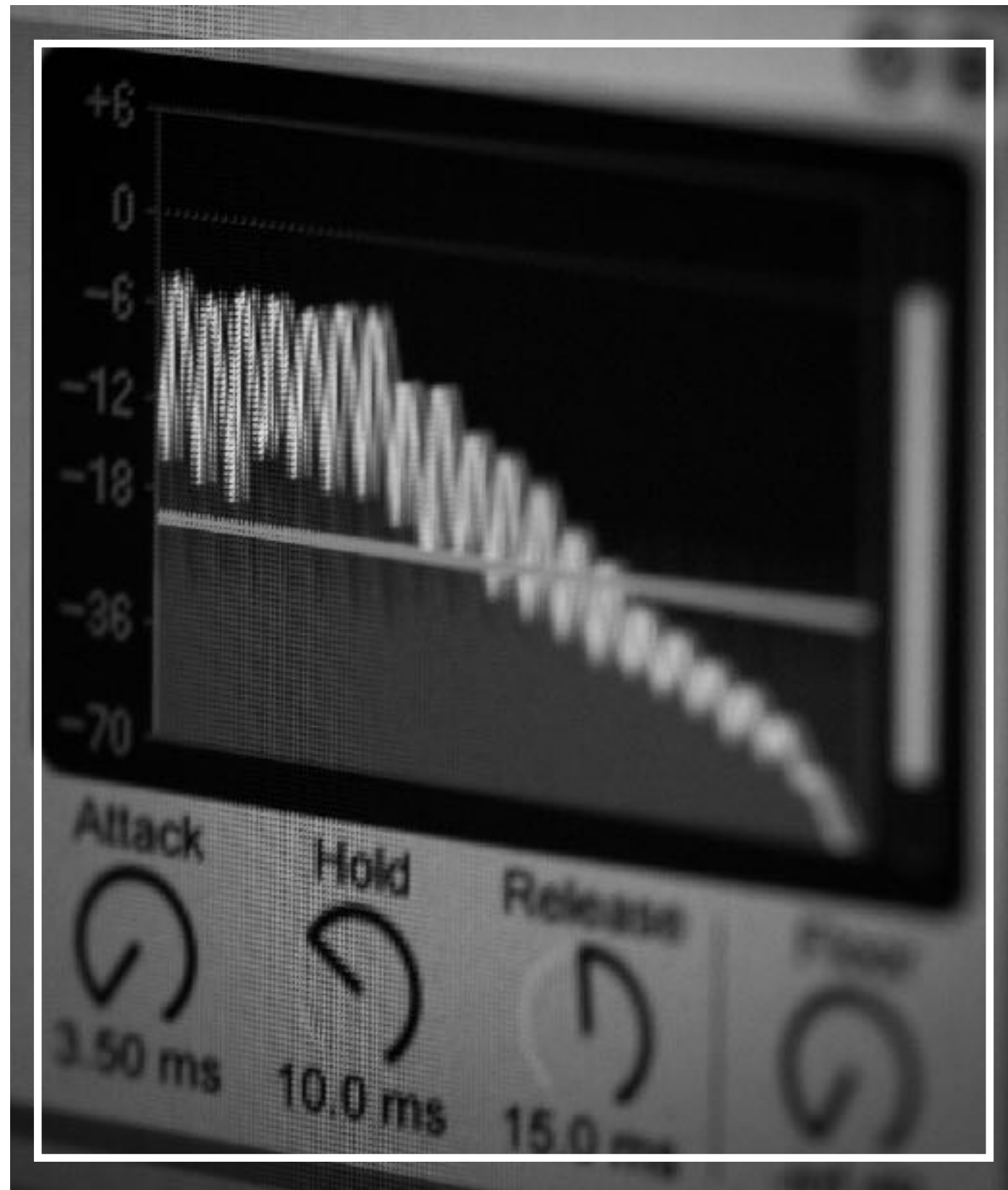
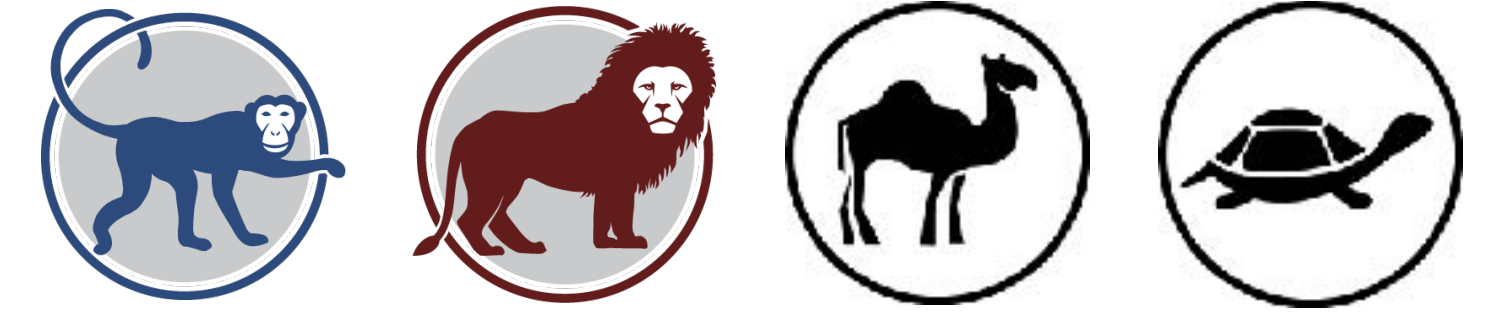


Monkeys >> Lions



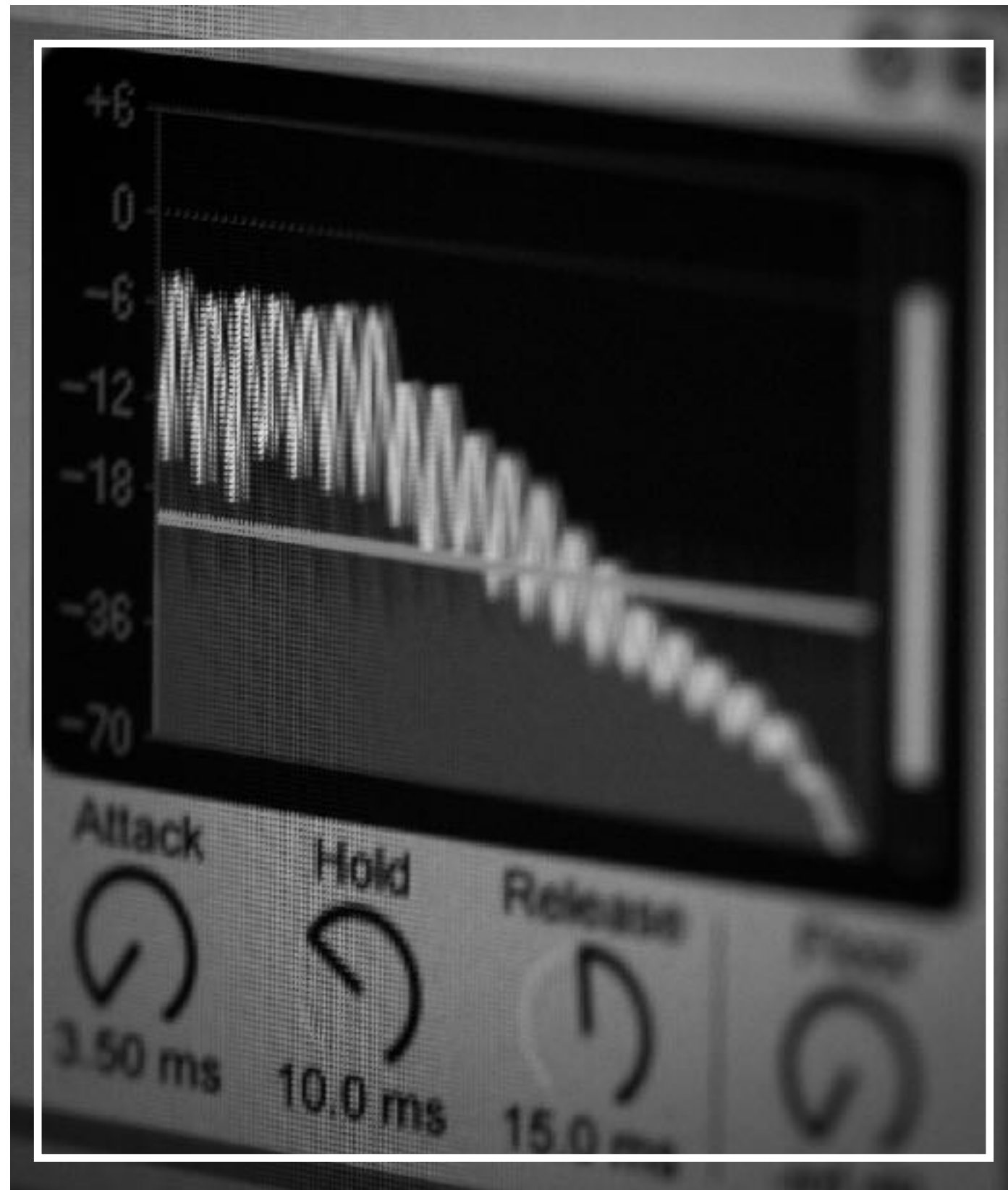
- ▶ Connect with tasks
- ▶ Be very direct

Monkeys >> Lions



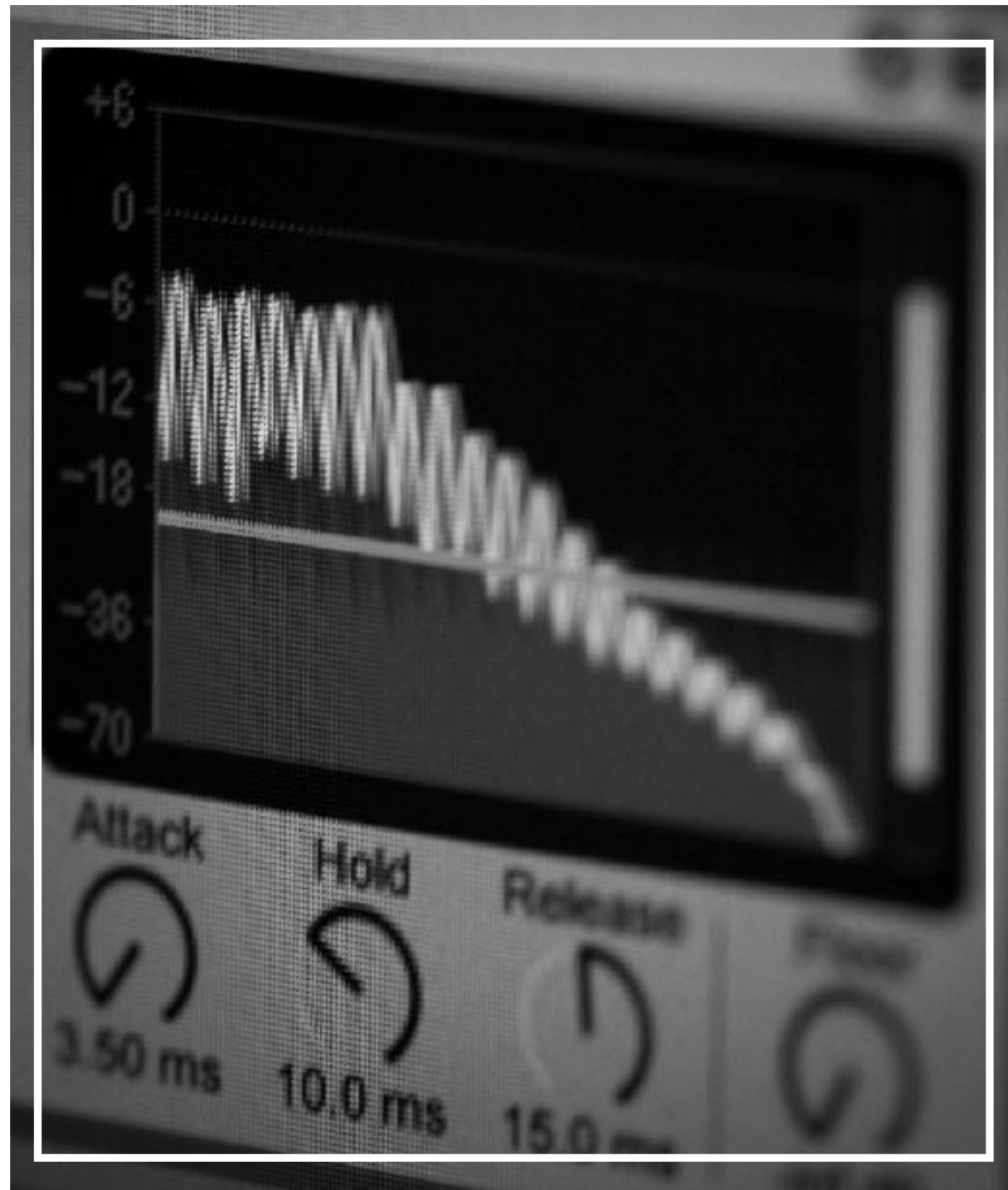
- ▶ Connect with tasks
- ▶ Be very direct
- ▶ Turn off your sensors

Monkeys >> Lions



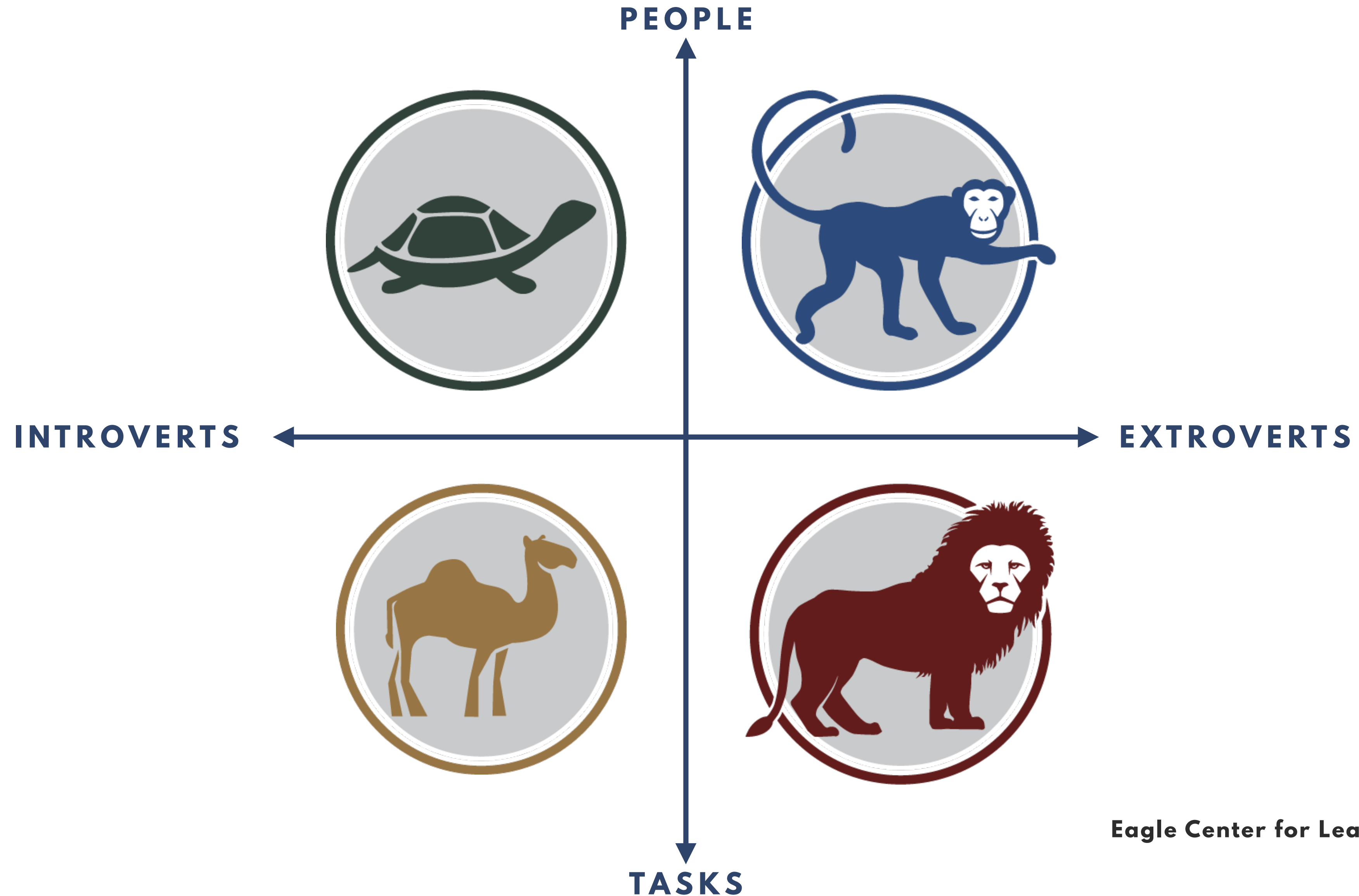
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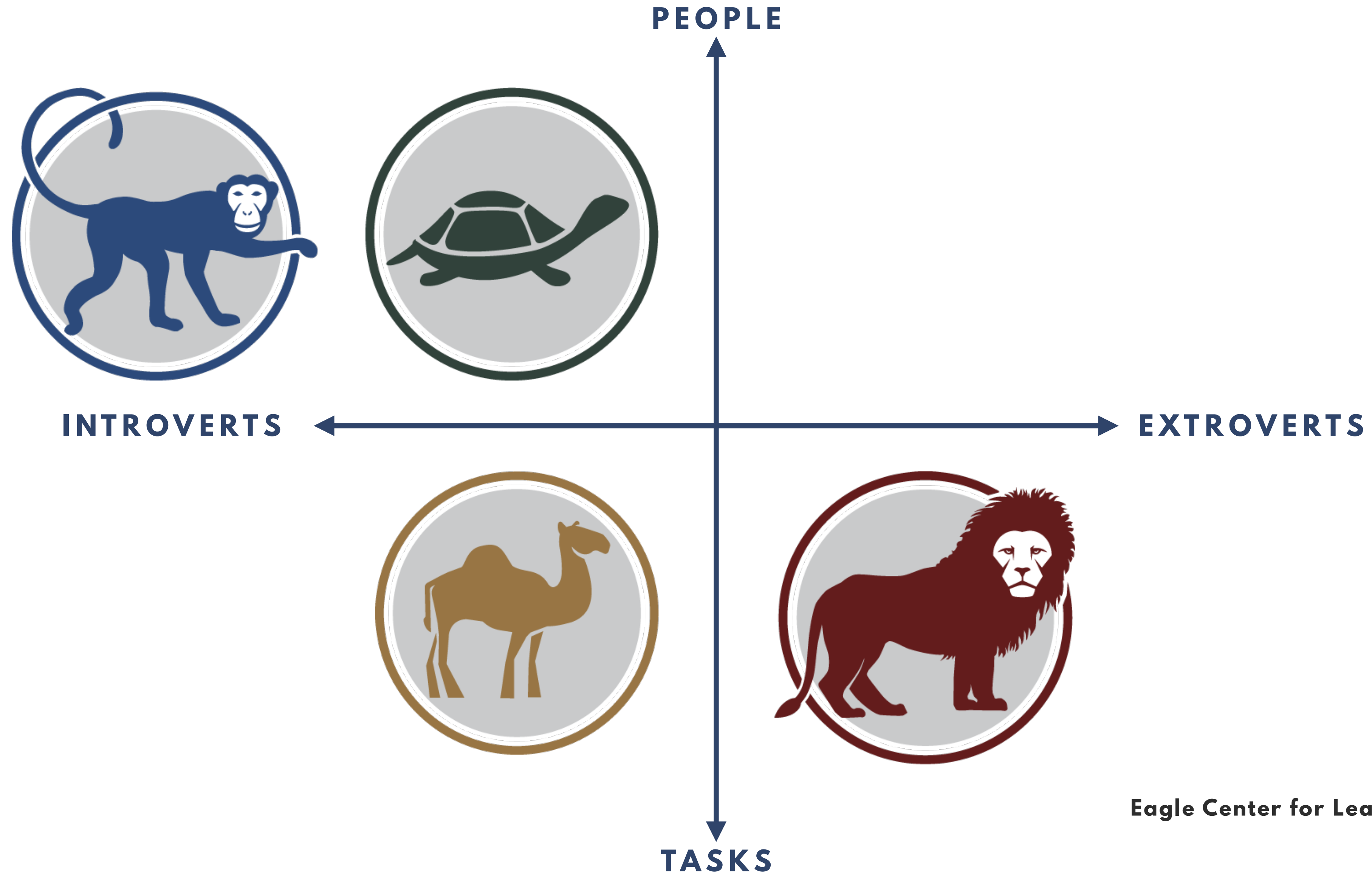


- ▶ Connect with tasks
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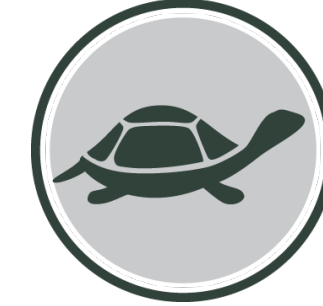
The DNA Continuum



The DNA Continuum



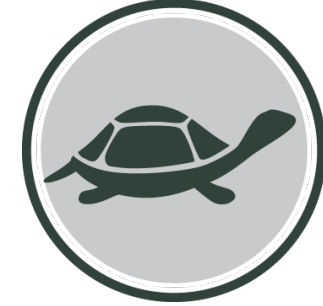
Monkeys >> Turtles



► Slow down

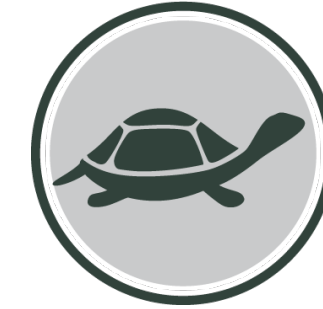


Monkeys >> Turtles



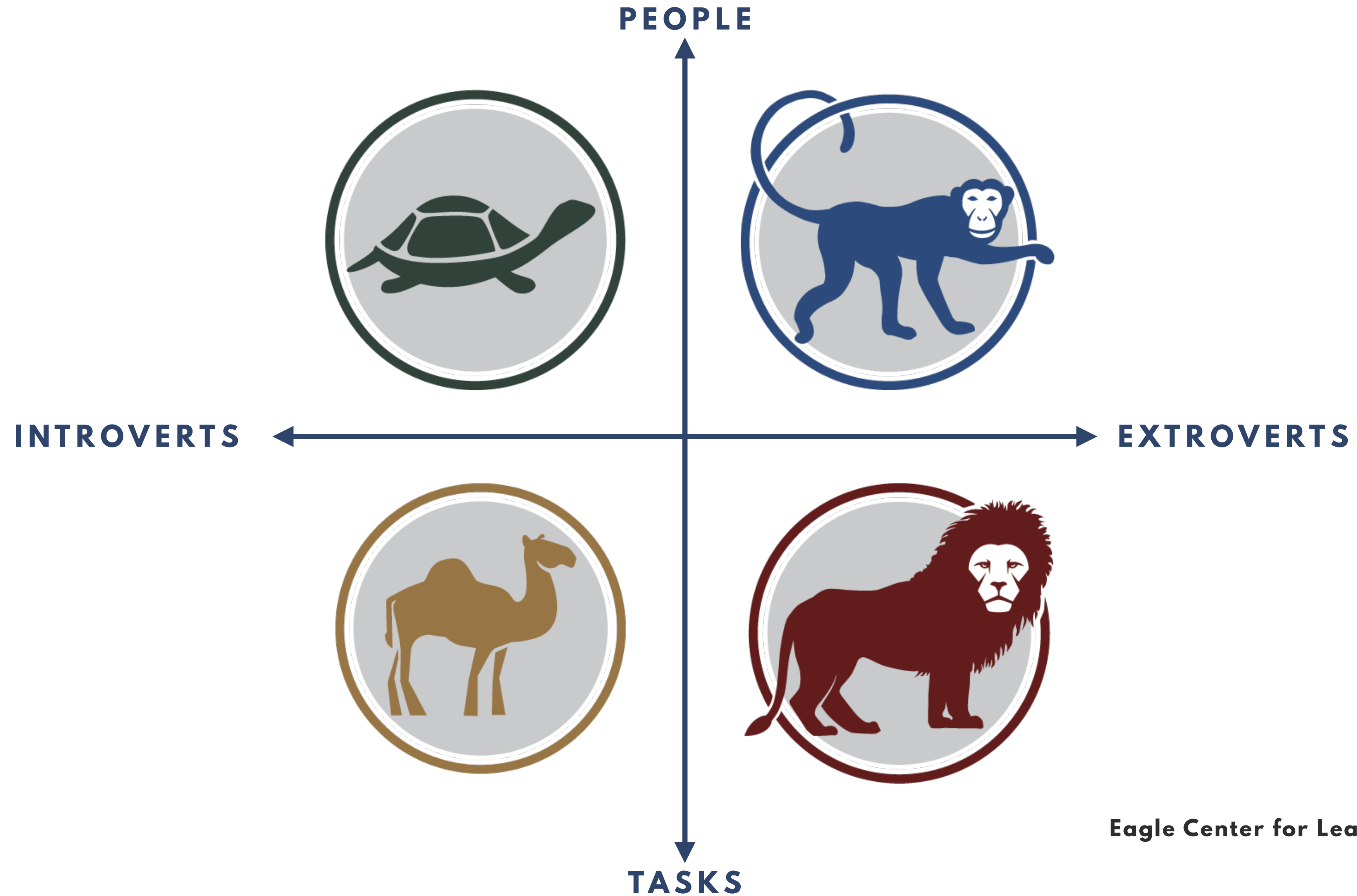
- ▶ Slow down
- ▶ Spend one-on-one time
- ▶ Listen
- ▶ Invest in relationships that are important to the Turtle

Monkeys >> Turtles

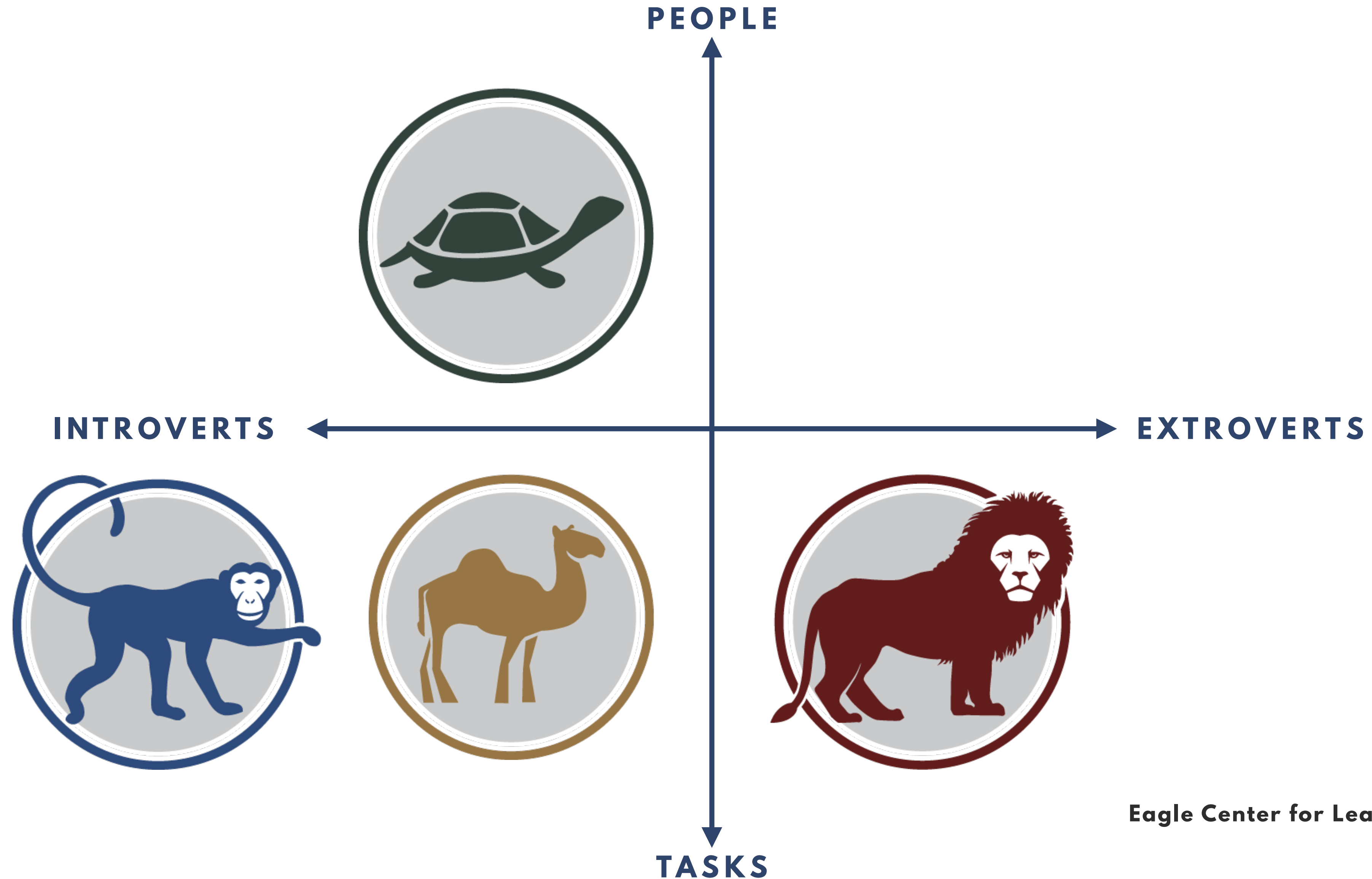


- ▶ Slow down
- ▶ Spend one-on-one time
- ▶ Listen
- ▶ Invest in relationships that are important to the Turtle
- ▶ Develop timelines & expectations then back off

The DNA Continuum



The DNA Continuum



Monkeys >> Camels



- ▶ Commit to a meeting and have an agenda ready
- ▶ Pull your sensors in

Monkeys >> Camels



- ▶ Commit to a meeting and have an agenda ready
- ▶ Pull your sensors in
- ▶ Stay engaged and focused

Monkeys >> Camels



- ▶ Commit to a meeting and have an agenda ready
- ▶ Pull your sensors in
- ▶ Stay engaged and focused
- ▶ Find tasks to do together

A grayscale, close-up photograph of a stack of US dollar bills. The bills are fanned out, creating a sense of depth. The top bill is a \$100 bill, featuring the portrait of Benjamin Franklin. The text "FEDERAL RESERVE NOTE" and the serial number "AB 57665157 G" are visible on the bill. The lighting is soft, highlighting the texture of the paper and the intricate details of the currency design.

The Cost

A black and white photograph of a car battery with jumper cables attached. The battery is in the foreground, and the jumper cables are connected to its terminals. The background is blurred, showing other parts of the car. The text "Recharge your battery" is overlaid in a white, italicized font.

Recharge your battery



Leadership Principal:

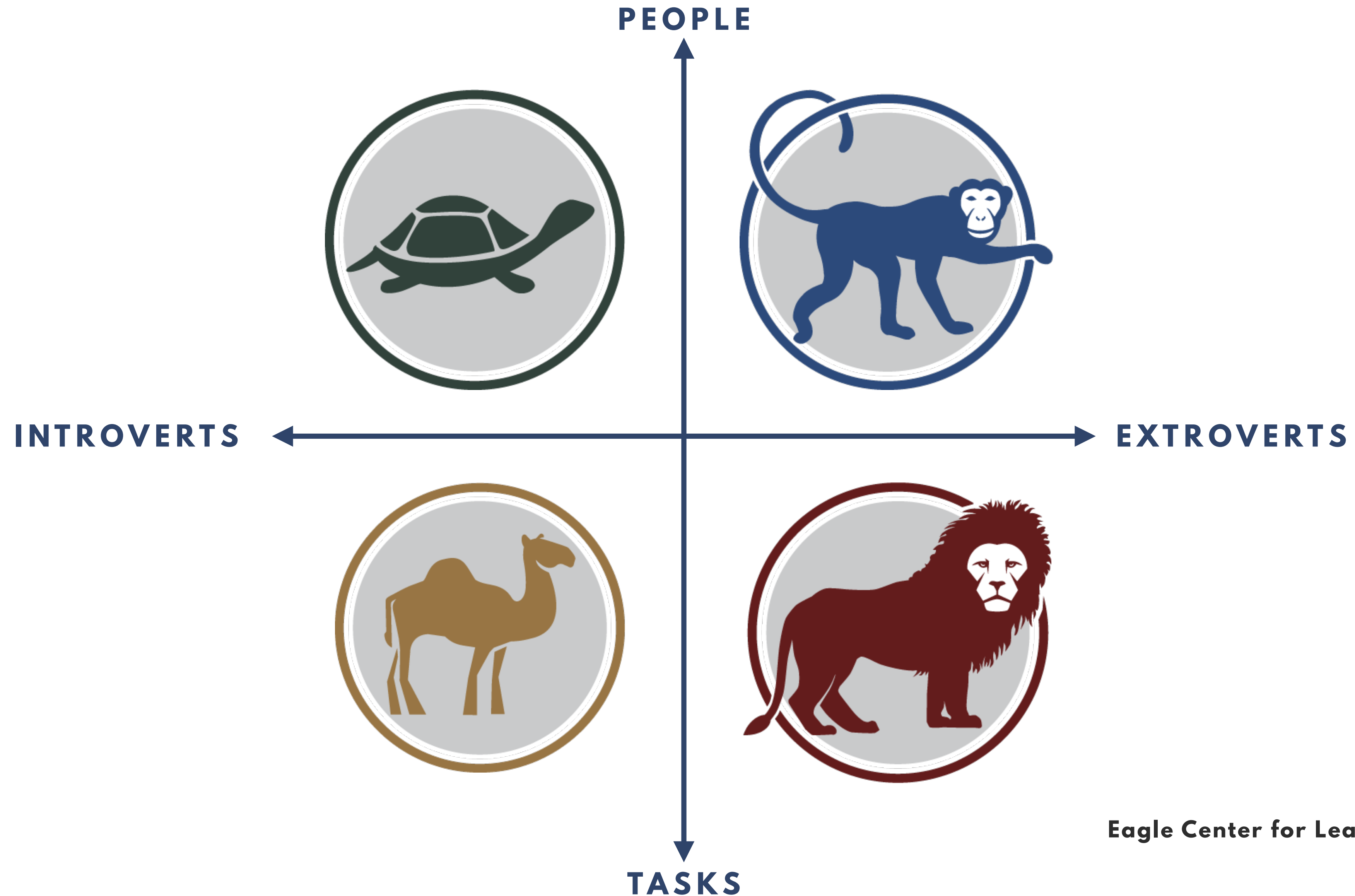
*To lead well you have to get
to where other people are.*



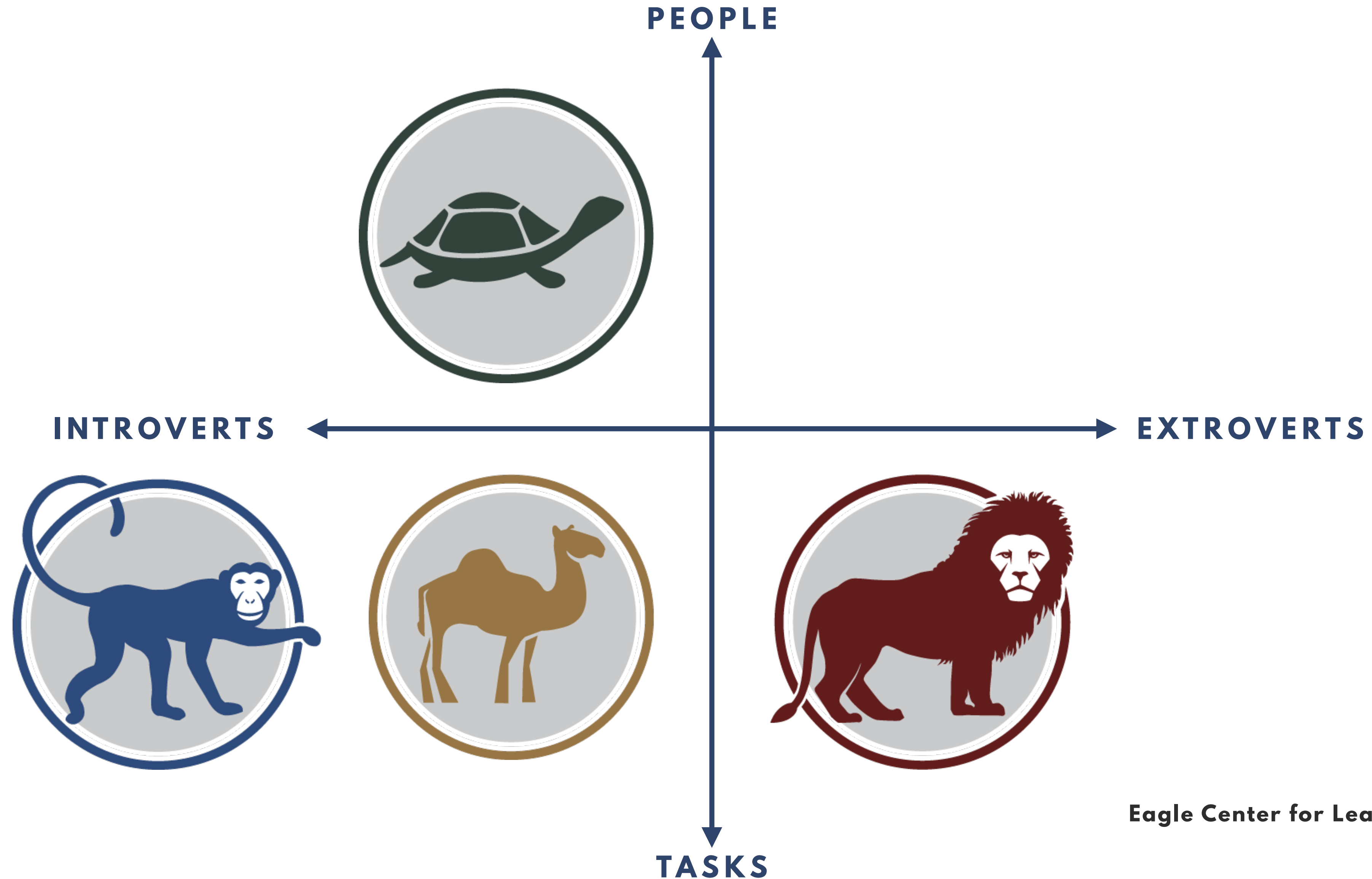
Leadership Truth:

*Always leading where other people
are will cause you to burn out.*

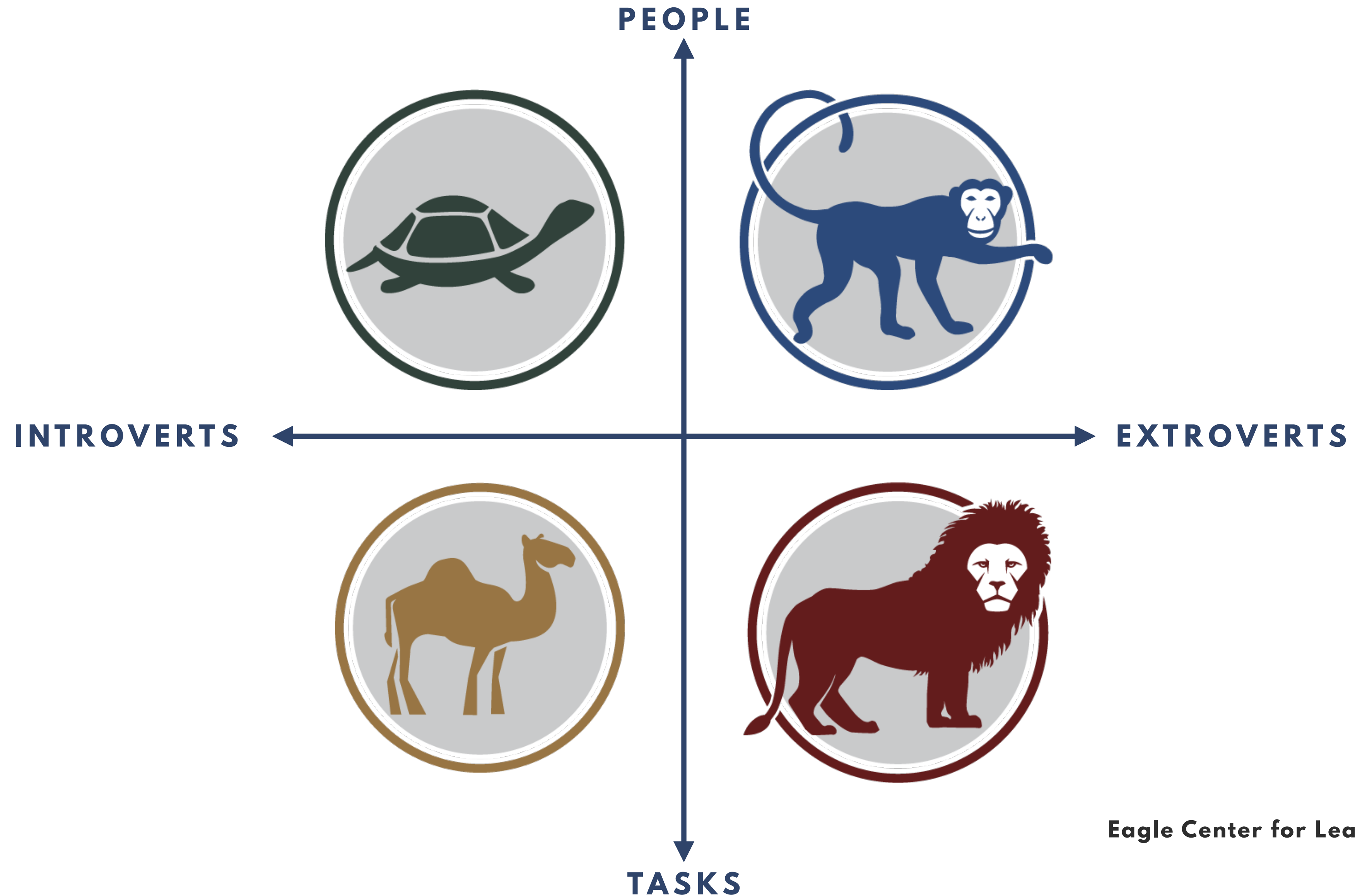
The Leadership Dance



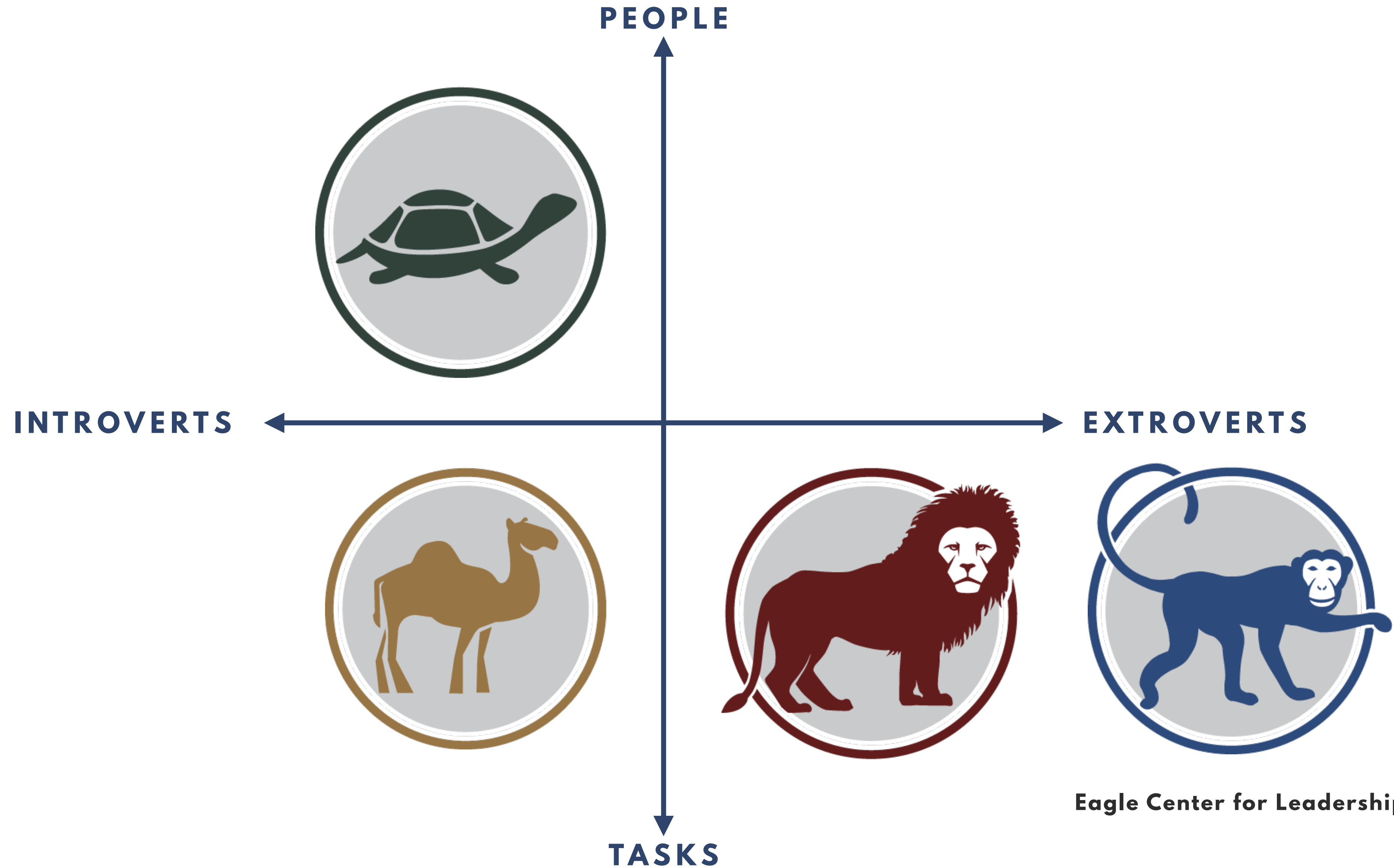
The DNA Continuum



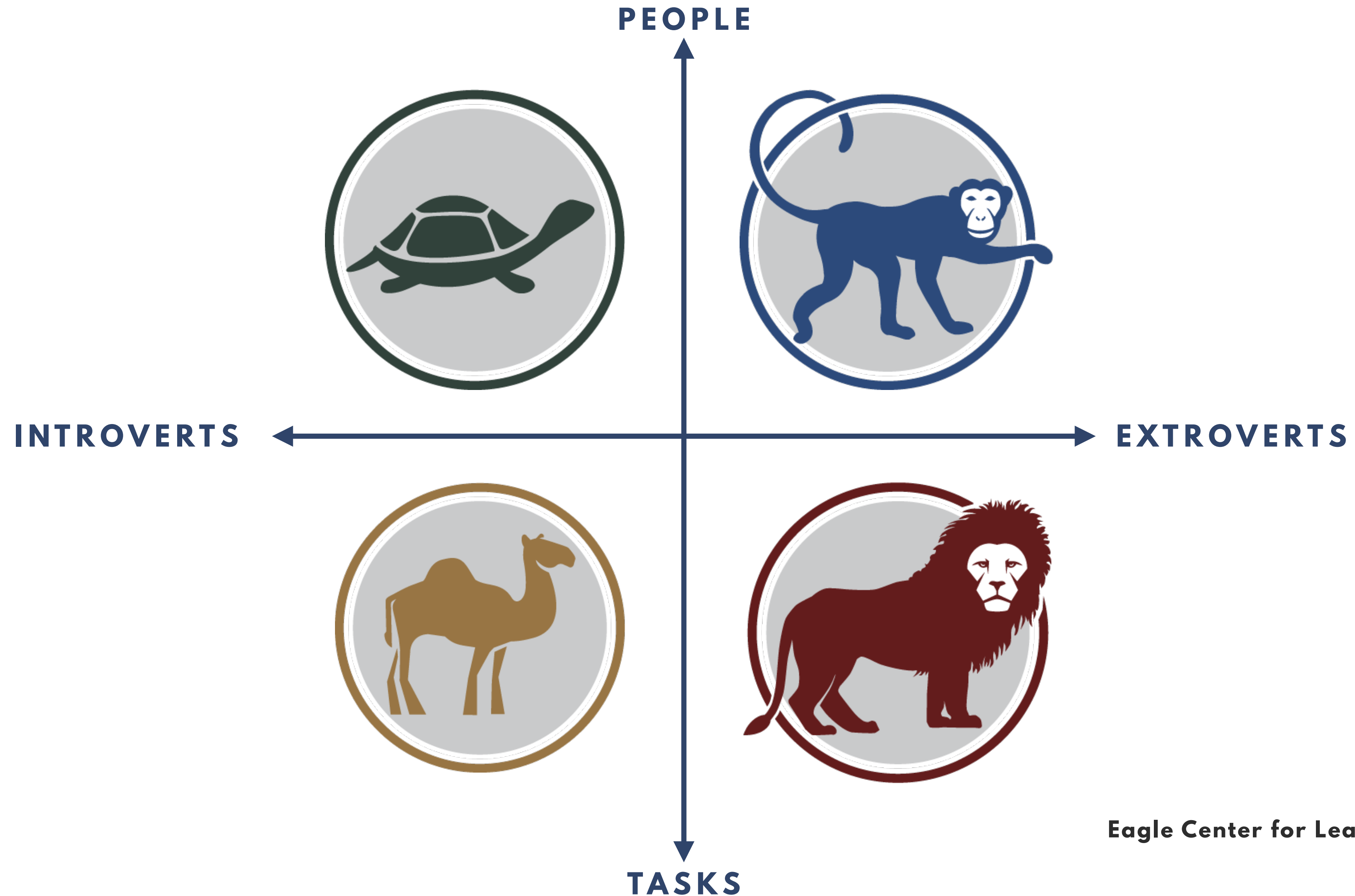
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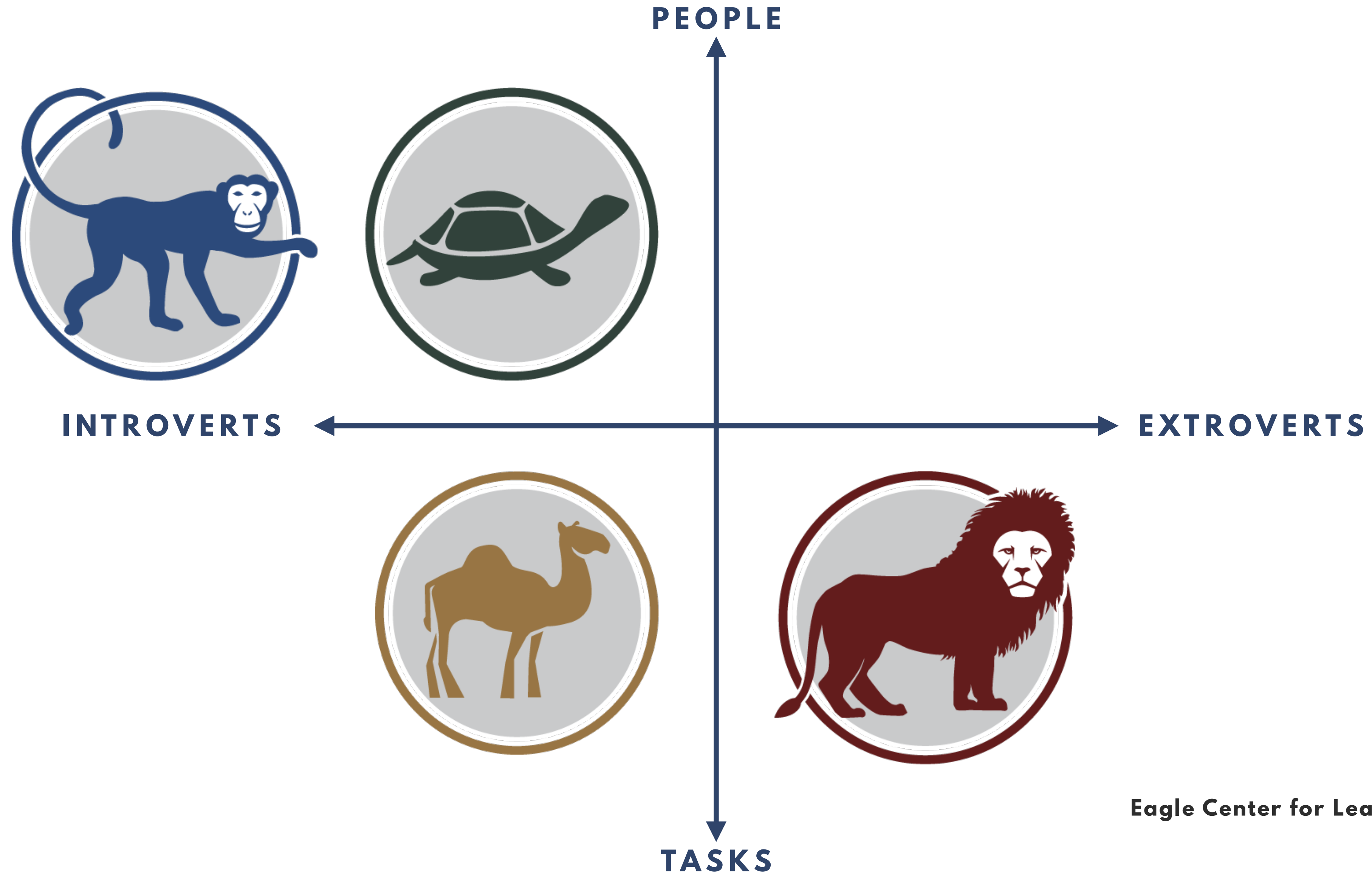
The DNA Continuum



The Leadership Dance

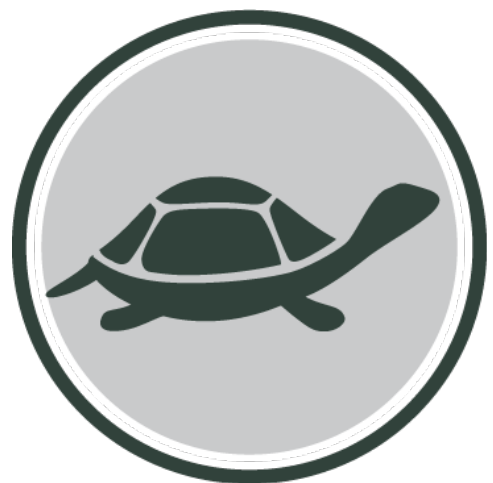


The DNA Continuum

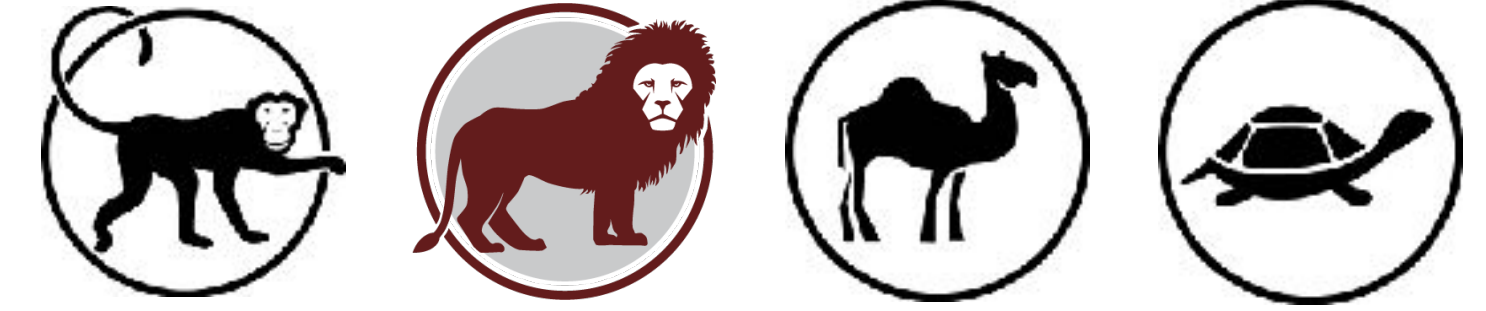




Leading Lion

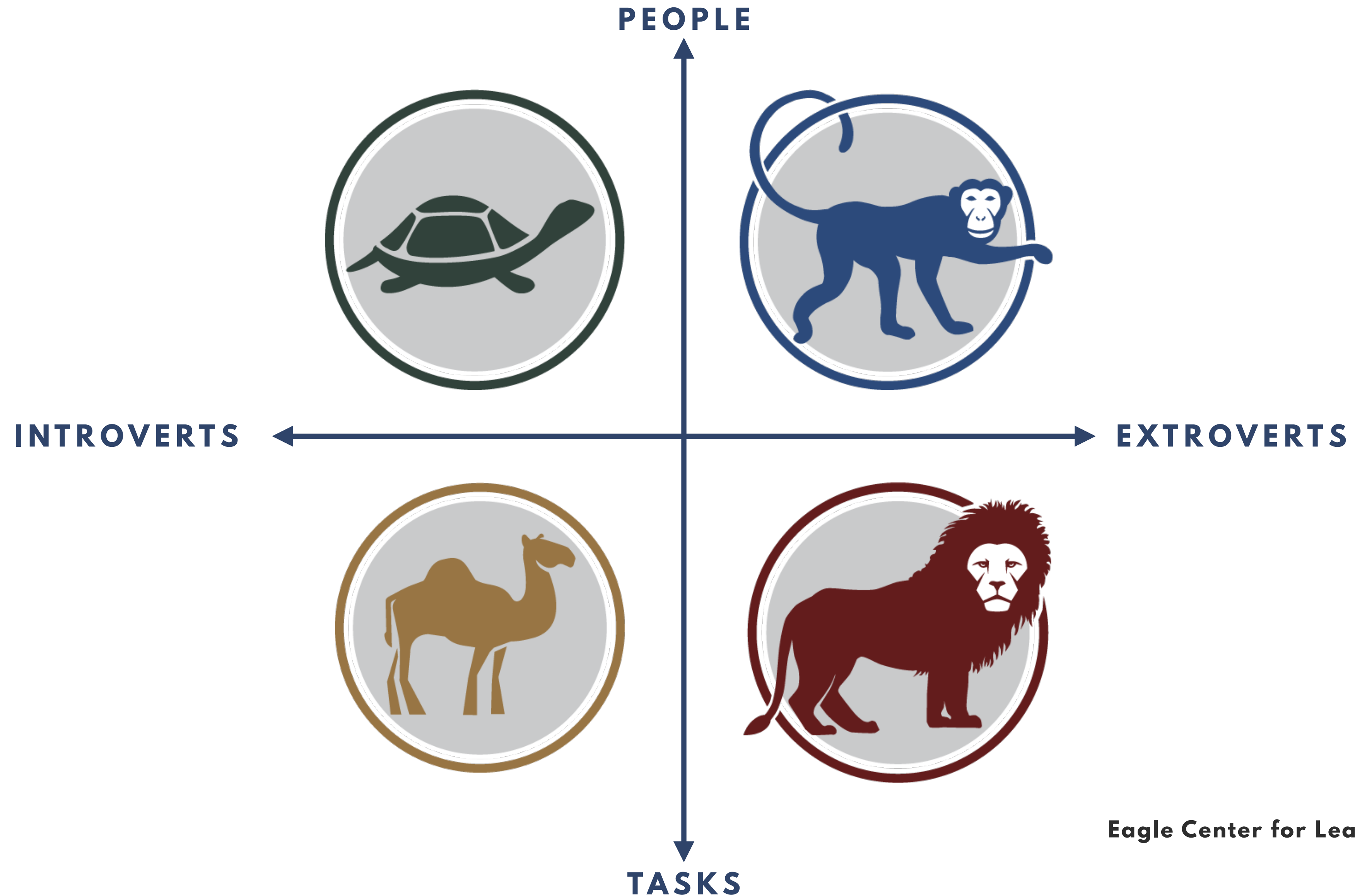


Lions

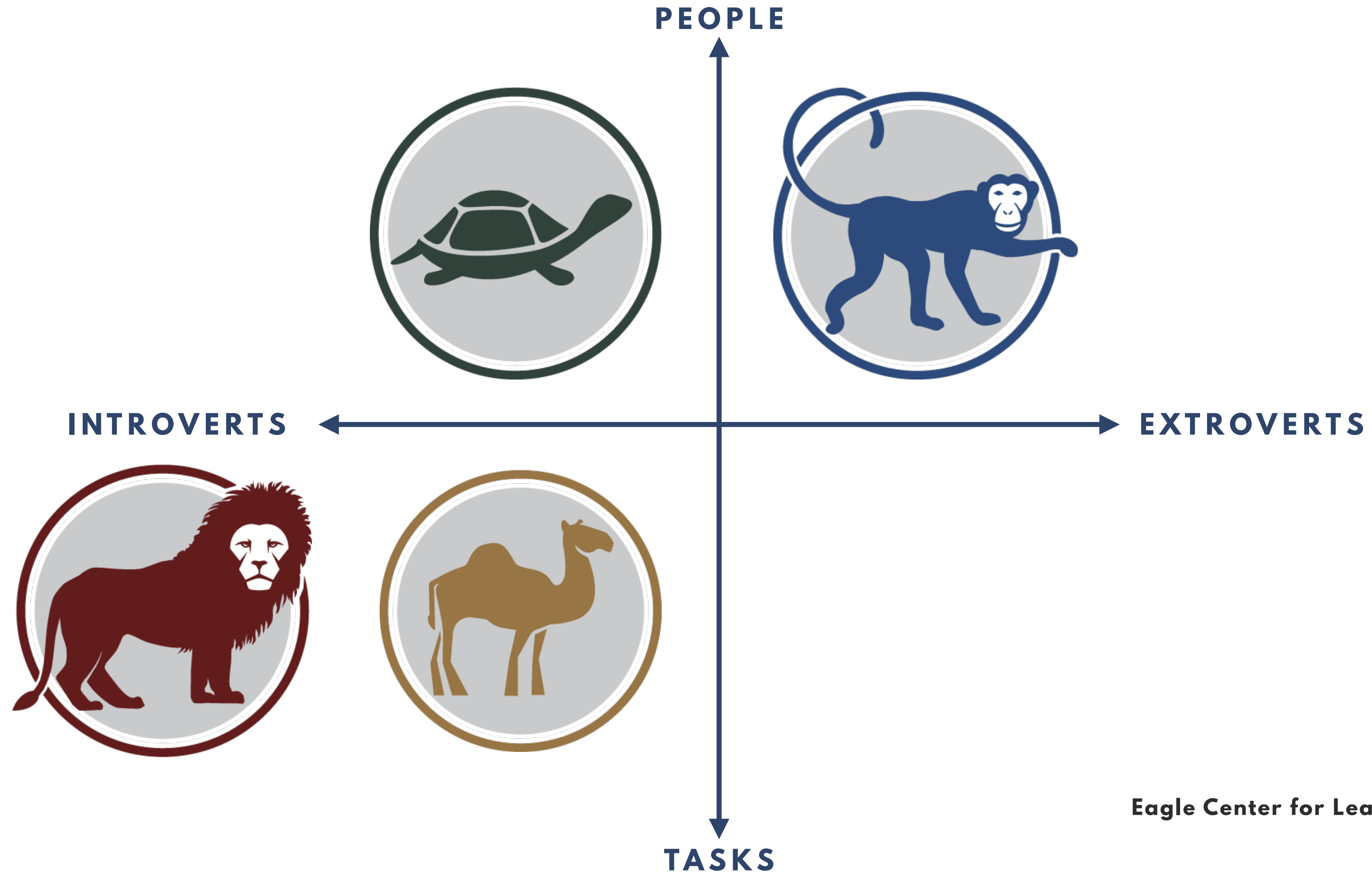


- ▶ Validated by the accomplishment of the task
- ▶ Feeling empowered

The Leadership Dance



The Leadership Dance

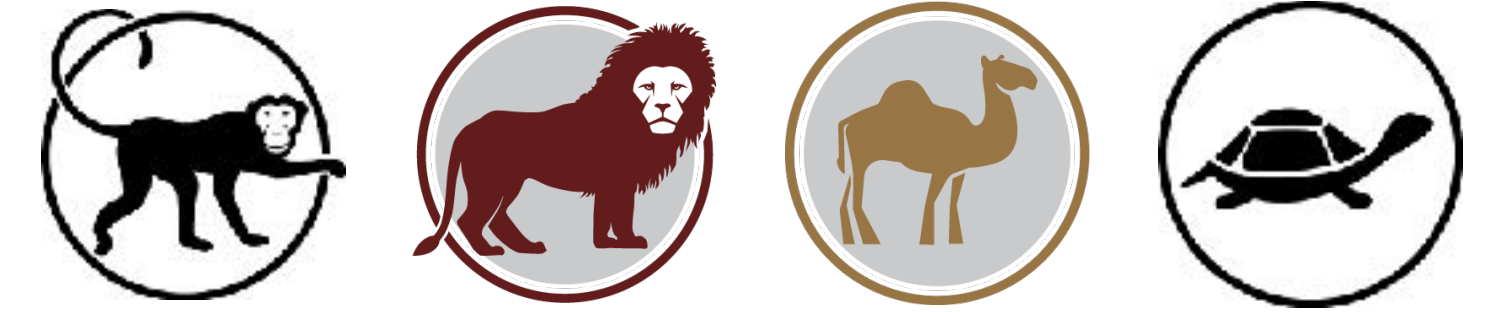


Lions >> Camels



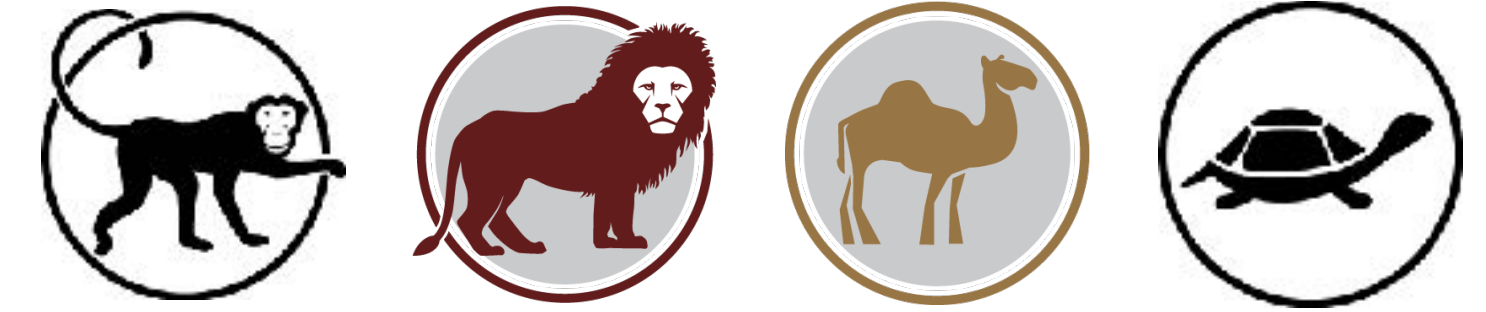
► Get in the weeds

Lions >> Camels



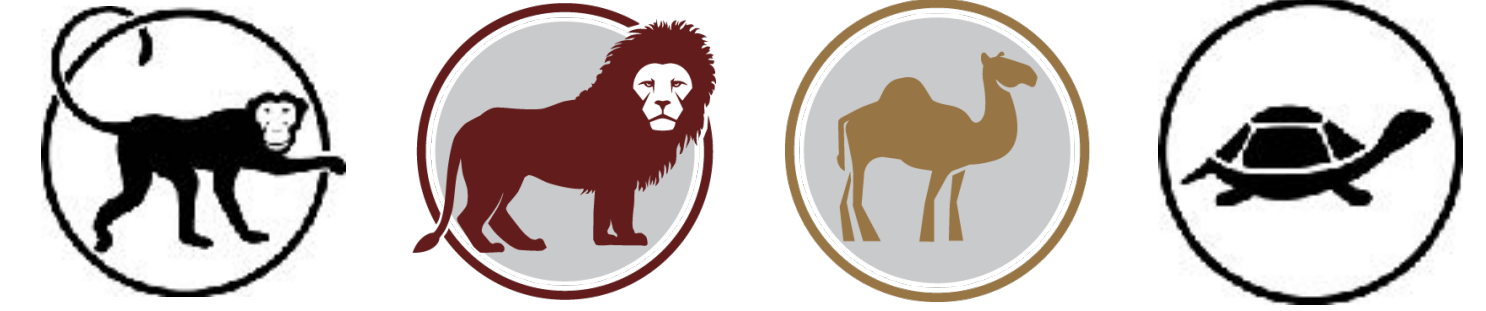
- ▶ Get in the weeds
- ▶ Be prepared with details in meetings
- ▶ Listen to the details

Lions >> Camels



- ▶ Get in the weeds
- ▶ Be prepared with details in meetings
- ▶ Listen to the details
- ▶ Stop and hear the questions

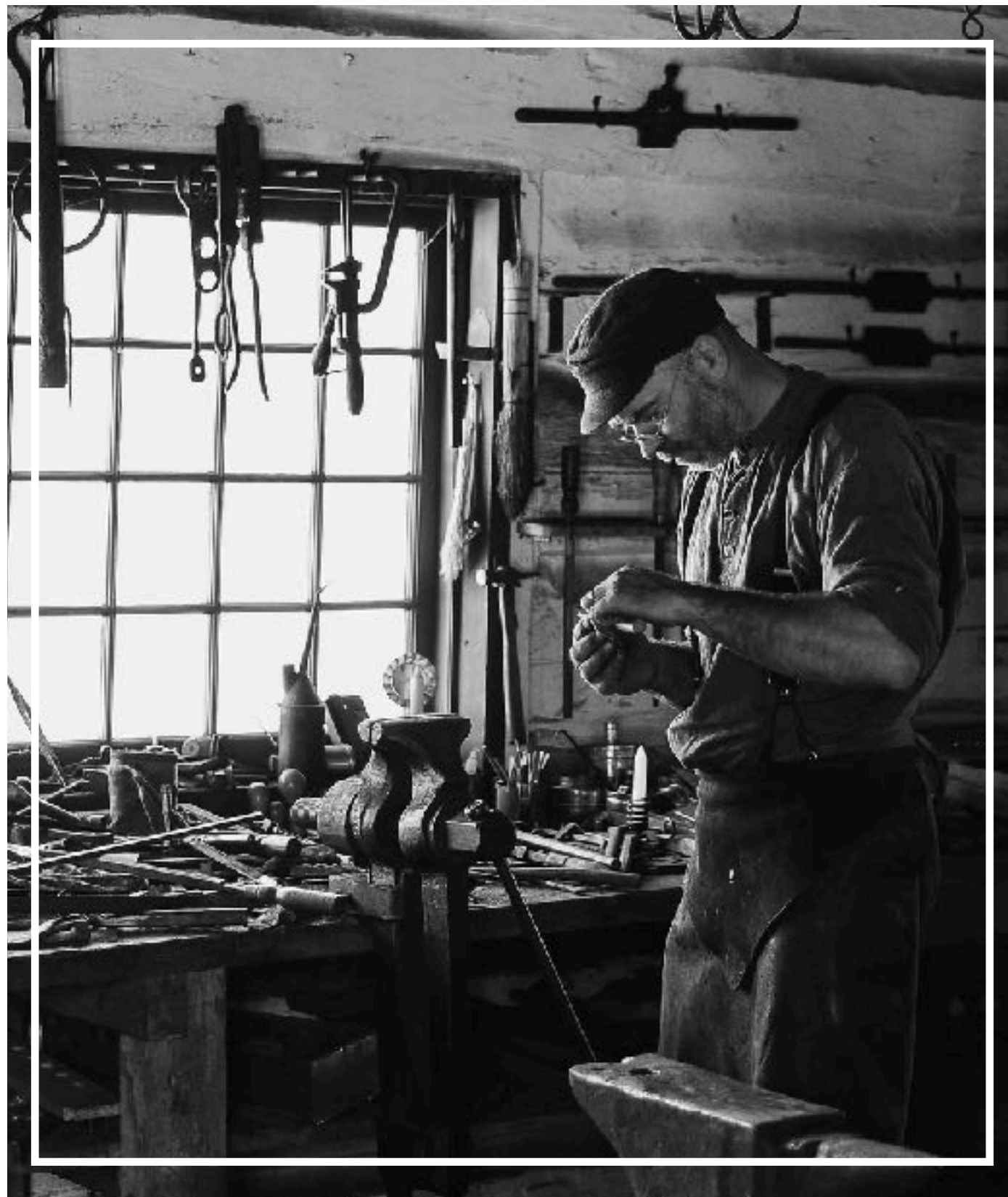
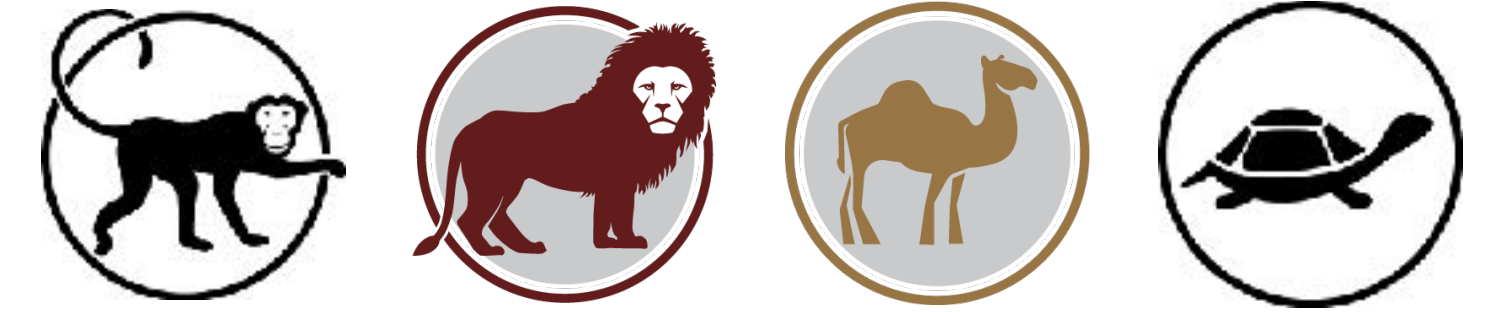
Lions >> Camels



WHYS
HOWS
PROCESSES
PLANS

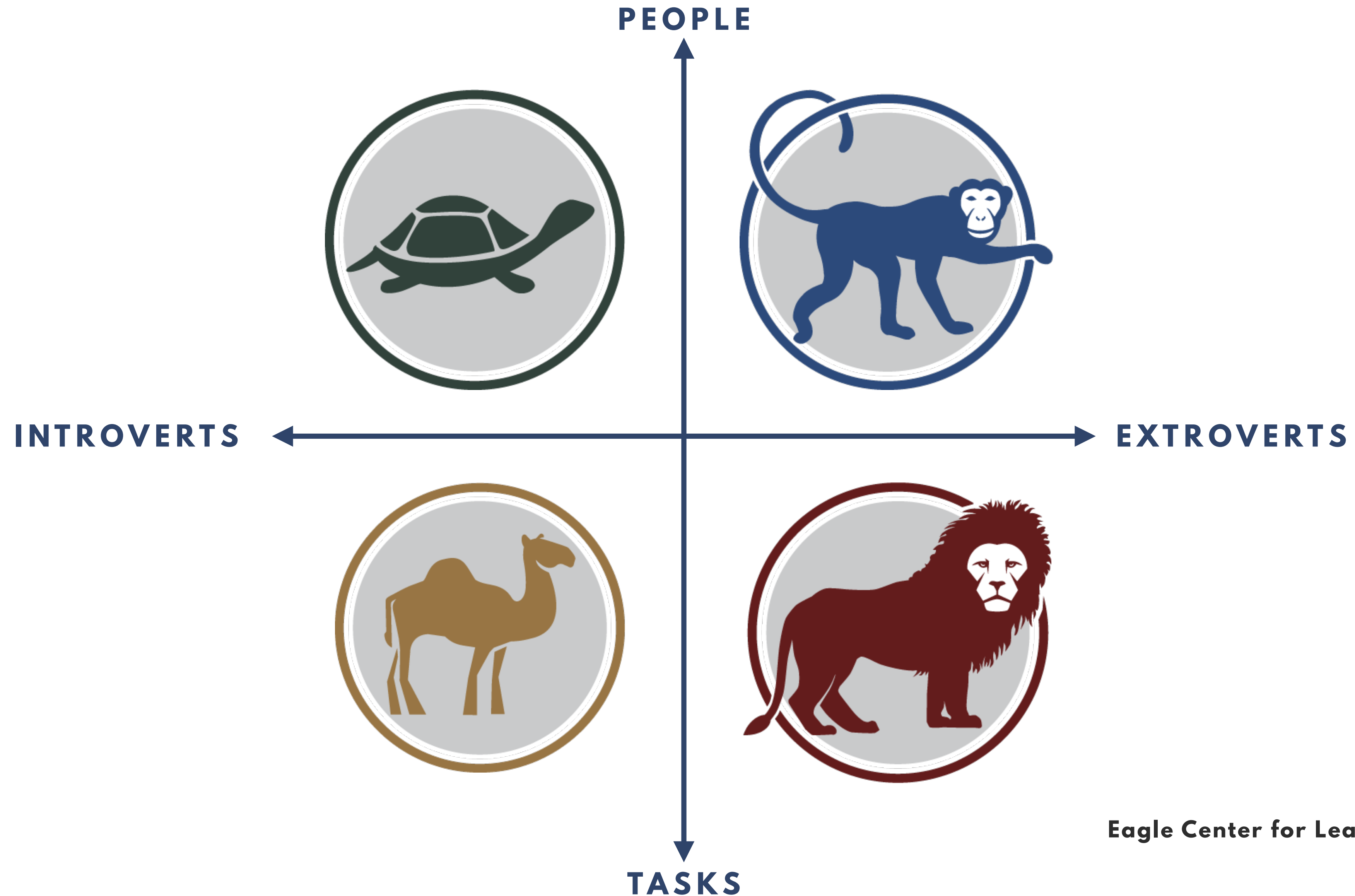
- ▶ Get in the weeds
- ▶ Be prepared with details in meetings
- ▶ Listen to the details
- ▶ Stop and hear the questions

Lions >> Camels

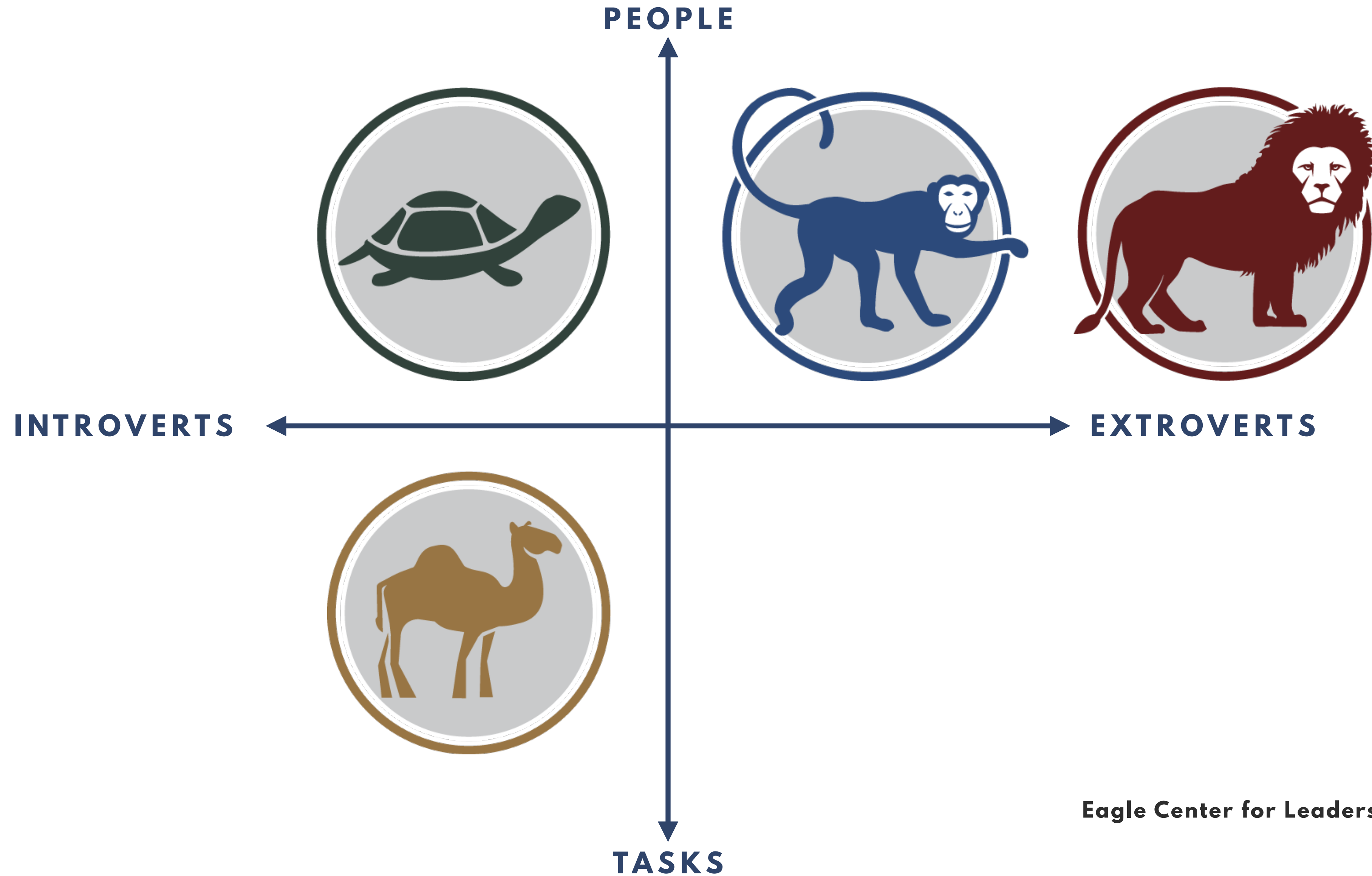


- ▶ Get in the weeds
- ▶ Be prepared with details in meetings
- ▶ Listen to the details
- ▶ Stop and hear the questions
- ▶ Collaborate and walk with them on smaller tasks

The Leadership Dance



The Leadership Dance



Lions >> Monkeys



- ▶ Become more sensitive



Lions >> Monkeys



- ▶ Become more sensitive
- ▶ Turn on your filter

Lions >> Monkeys



- ▶ Become more sensitive
- ▶ Turn on your filter
- ▶ Connect with them
- ▶ Listen & laugh



Don't wait for a feeling,
CHOOSE TO CONNECT

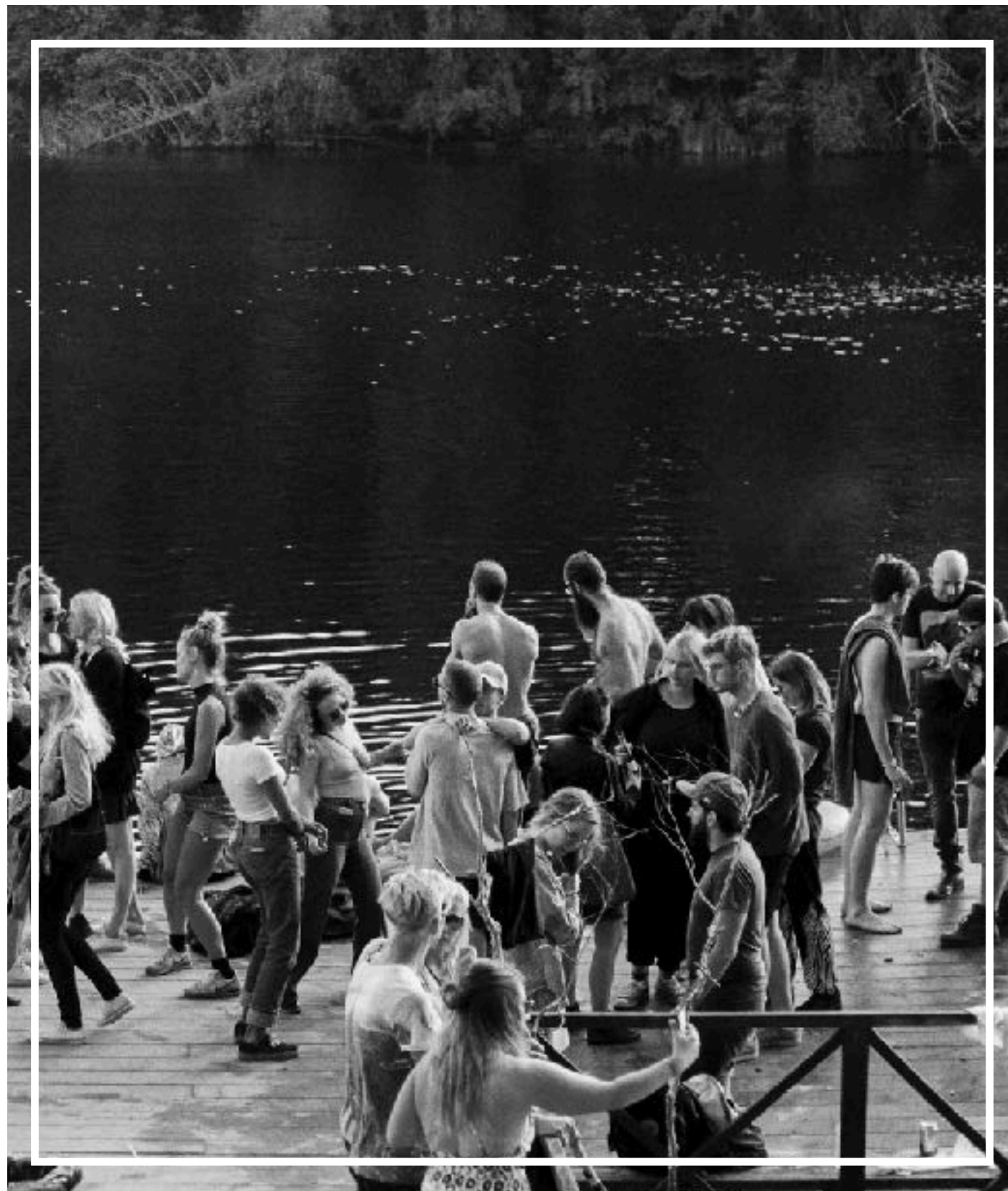


Lions >> Monkeys



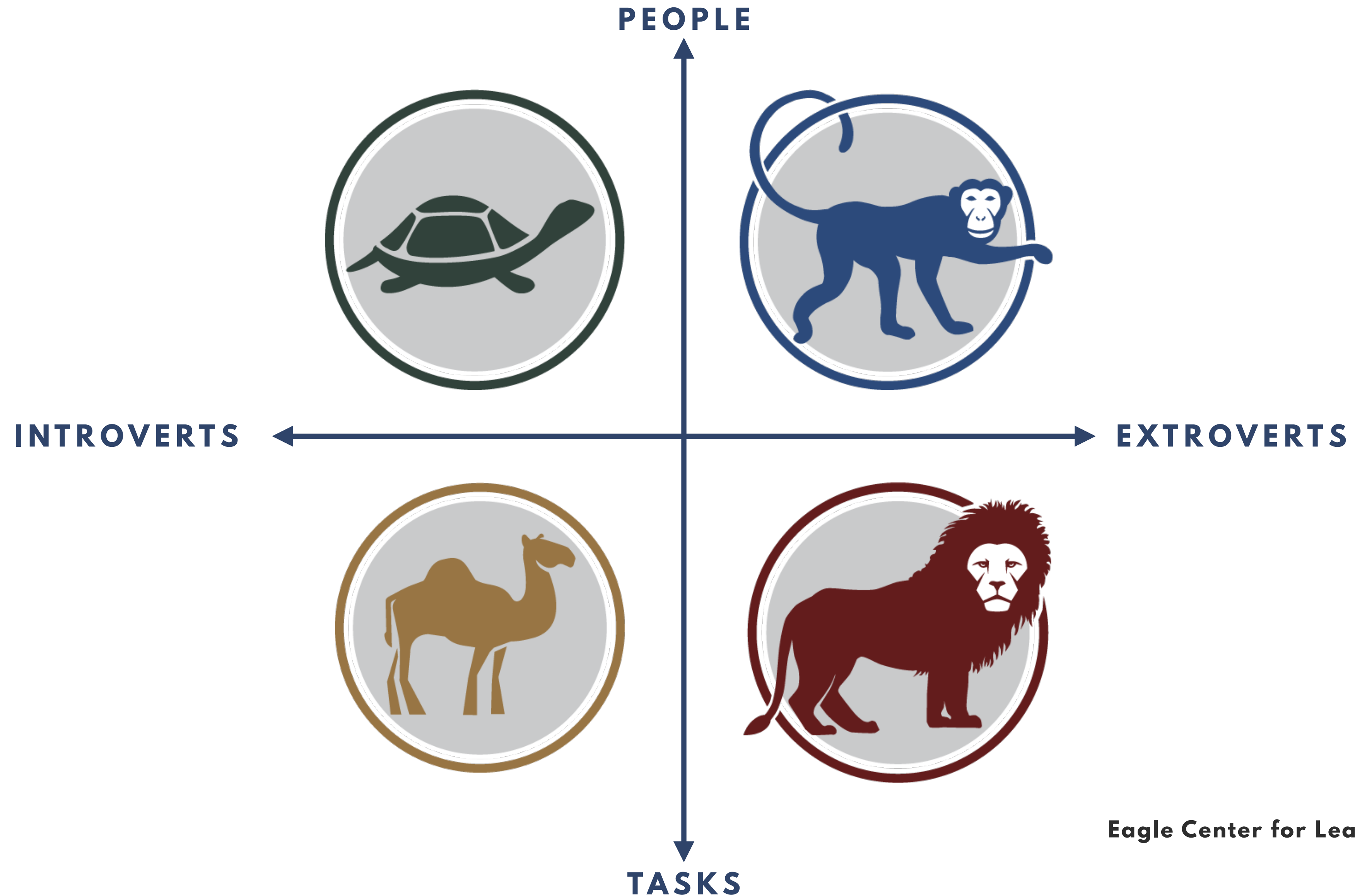
- ▶ Become more sensitive
- ▶ Turn on your filter
- ▶ Connect with them
- ▶ Listen & laugh
- ▶ Allow them to talk

Lions >> Monkeys

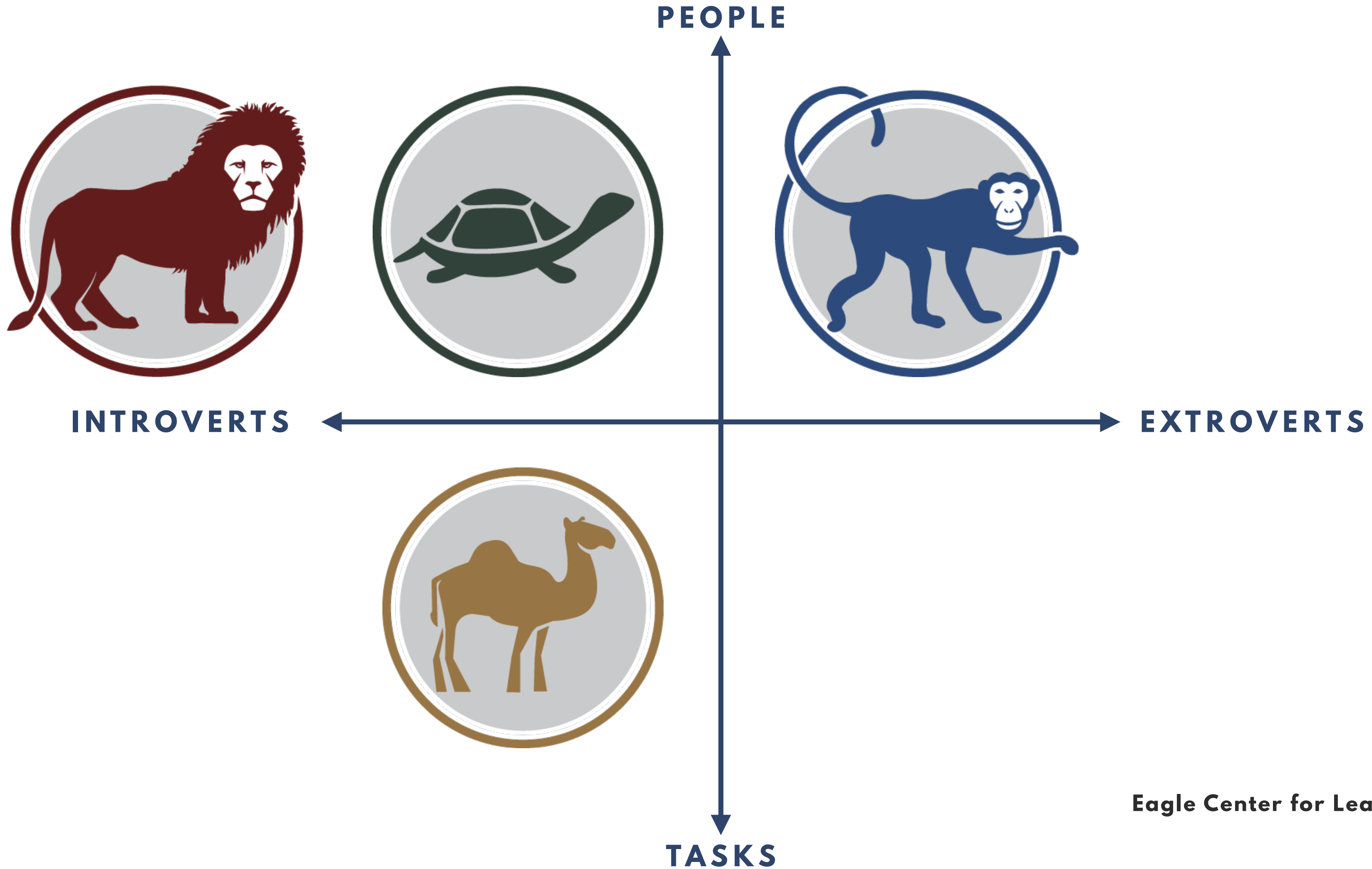


- ▶ Become more sensitive
- ▶ Turn on your filter
- ▶ Connect with them
- ▶ Listen & laugh
- ▶ Allow them to talk
- ▶ Have fun with them

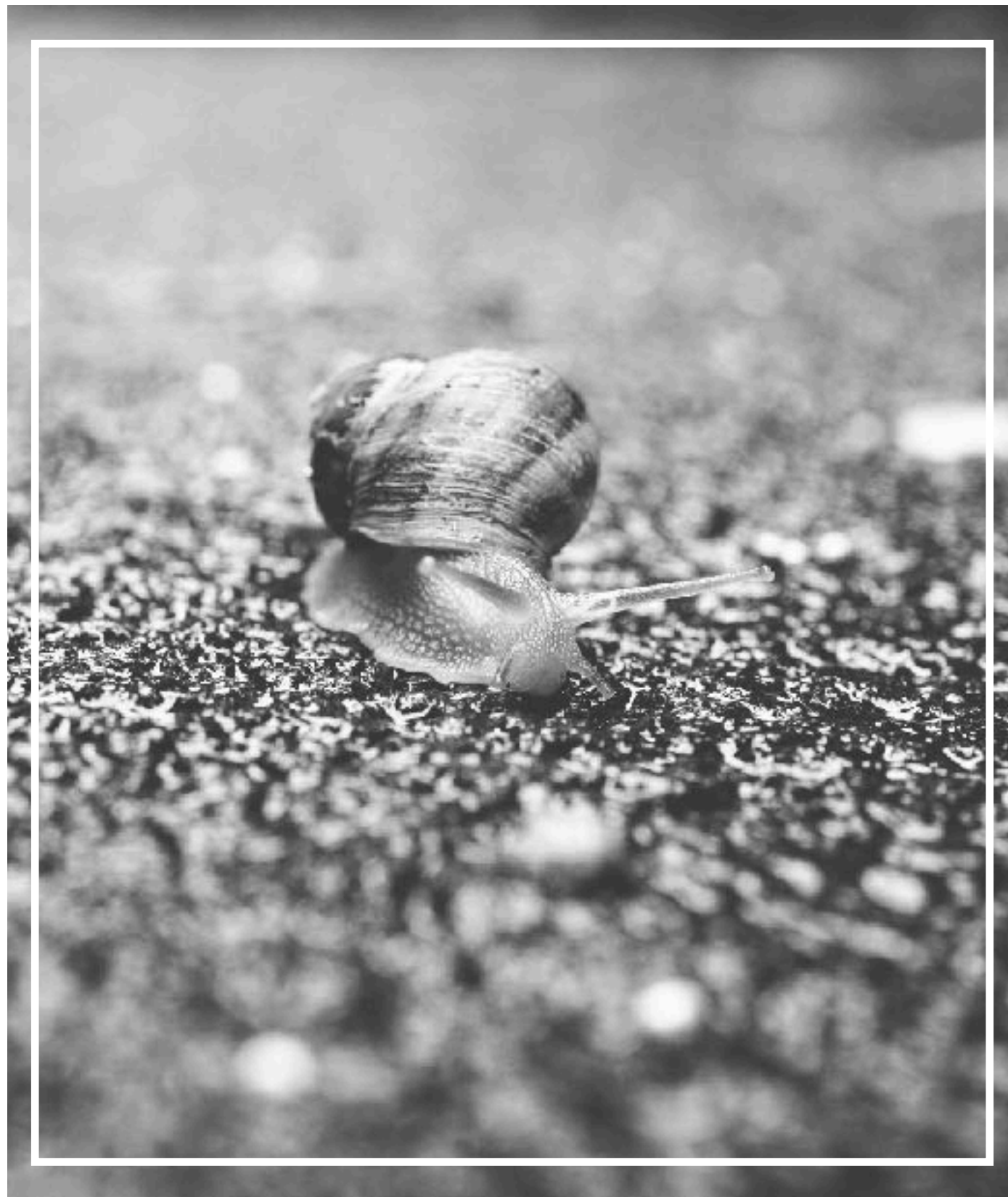
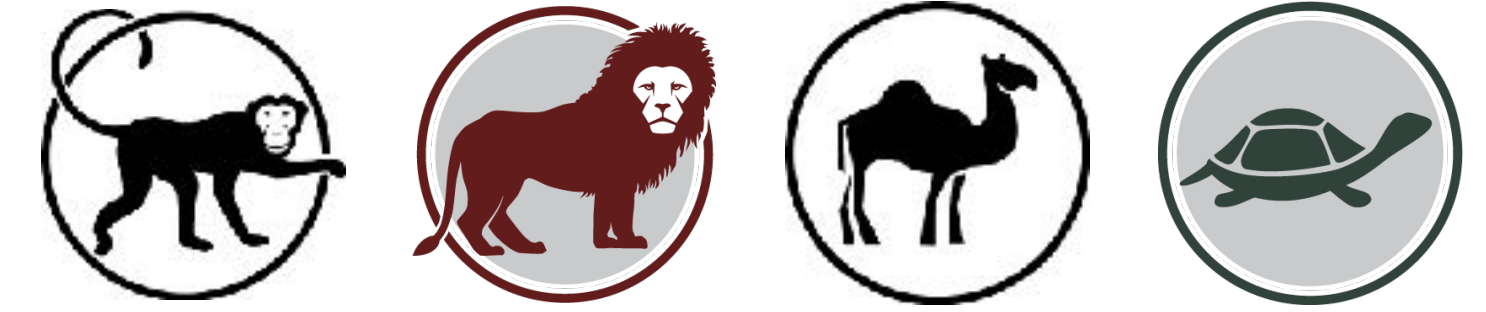
The Leadership Dance



The Leadership Dance

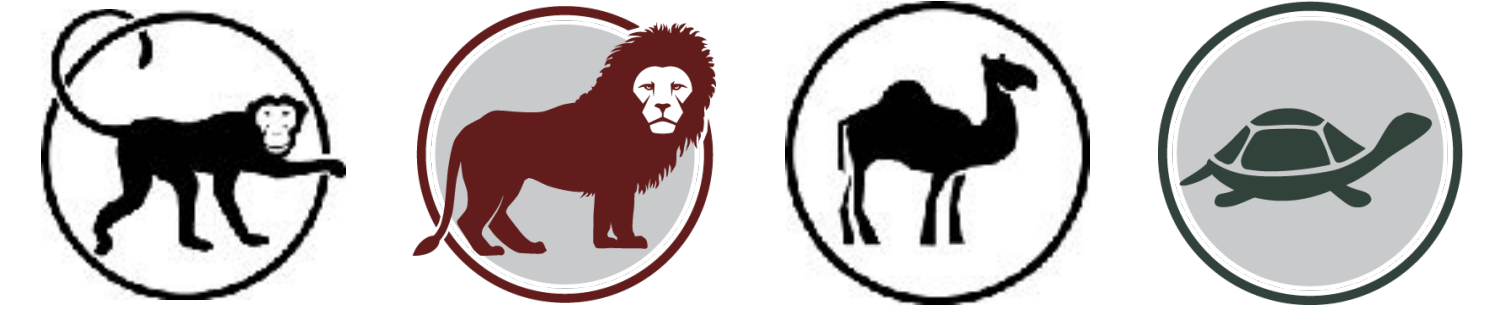


Lions >> Turtles



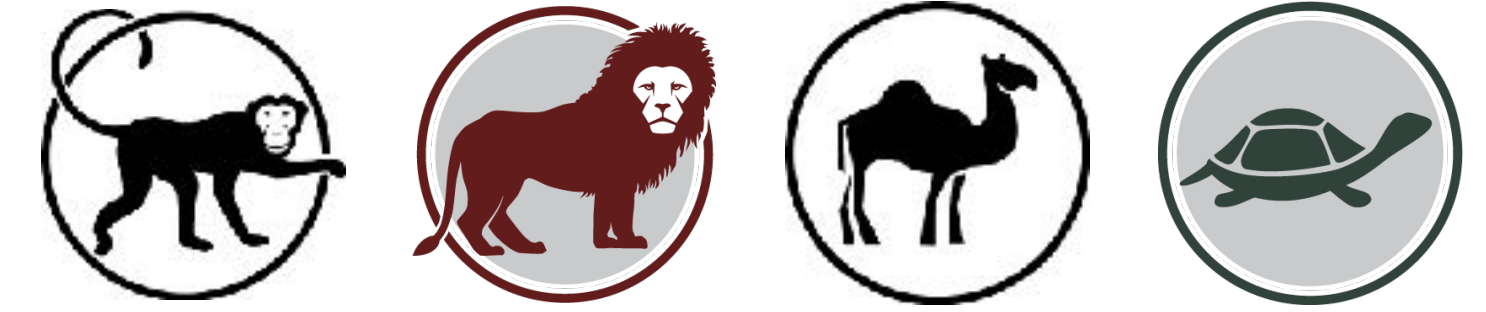
- ▶ Slow down
- ▶ Honor their wisdom

Lions >> Turtles



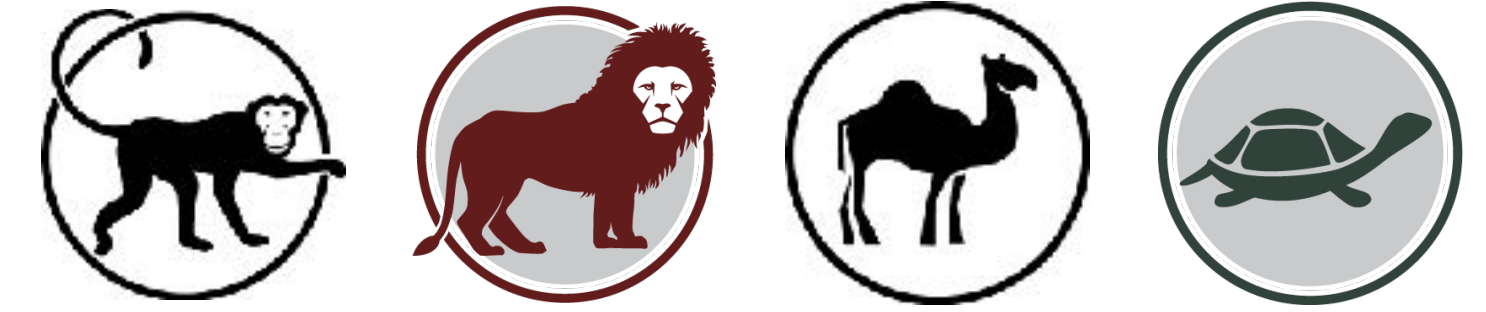
- ▶ Slow down
- ▶ Honor their wisdom
- ▶ Be comfortable with silence

Lions >> Turtles



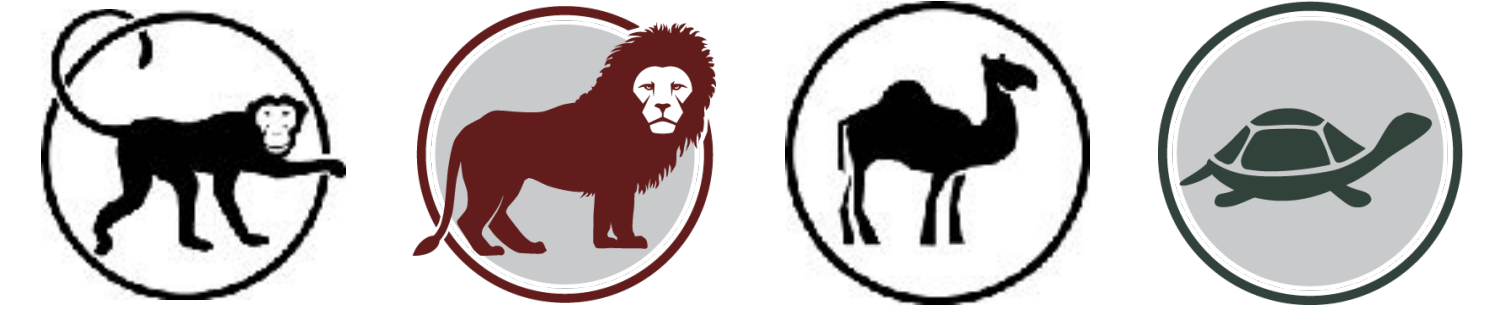
- ▶ Slow down
- ▶ Honor their wisdom
- ▶ Be comfortable with silence
- ▶ Write your expectations

Lions >> Turtles



- ▶ Slow down
- ▶ Honor their wisdom
- ▶ Be comfortable with silence
- ▶ Write your expectations
- ▶ Invest in relationships that are important to the Turtle

Lions >> Turtles



- ▶ Slow down
- ▶ Honor their wisdom
- ▶ Be comfortable with silence
- ▶ Write your expectations
- ▶ Invest in relationships that are important to the Turtle
- ▶ Slow Down

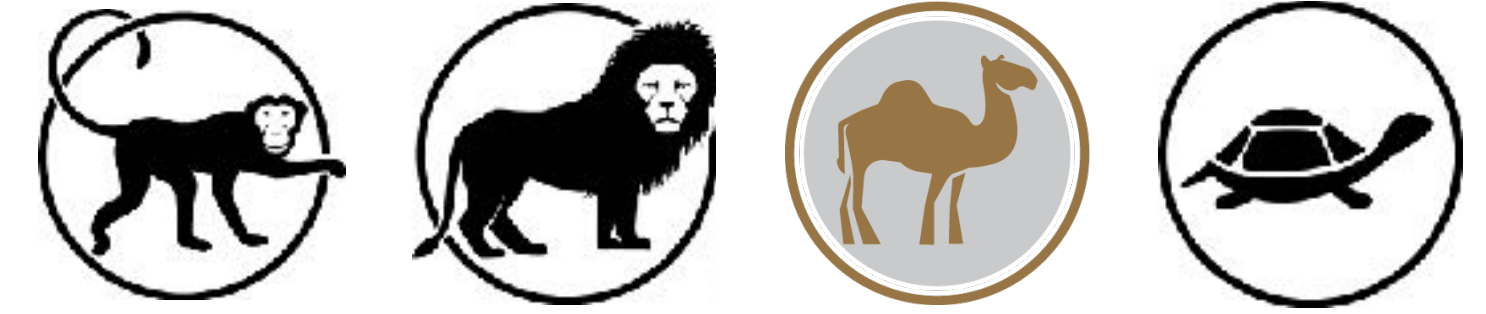


*Choose to give yourself away, then
choose to recharge your batteries.*



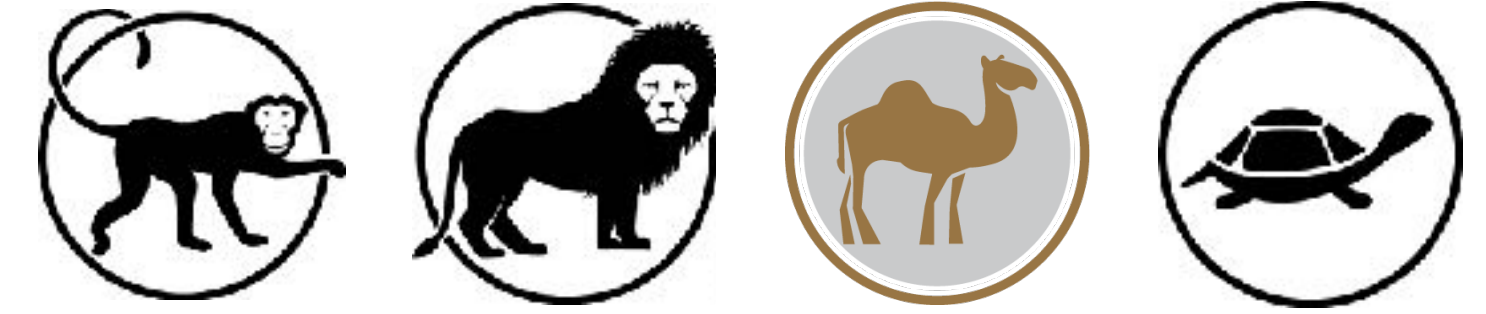
Competent Camel

Camels



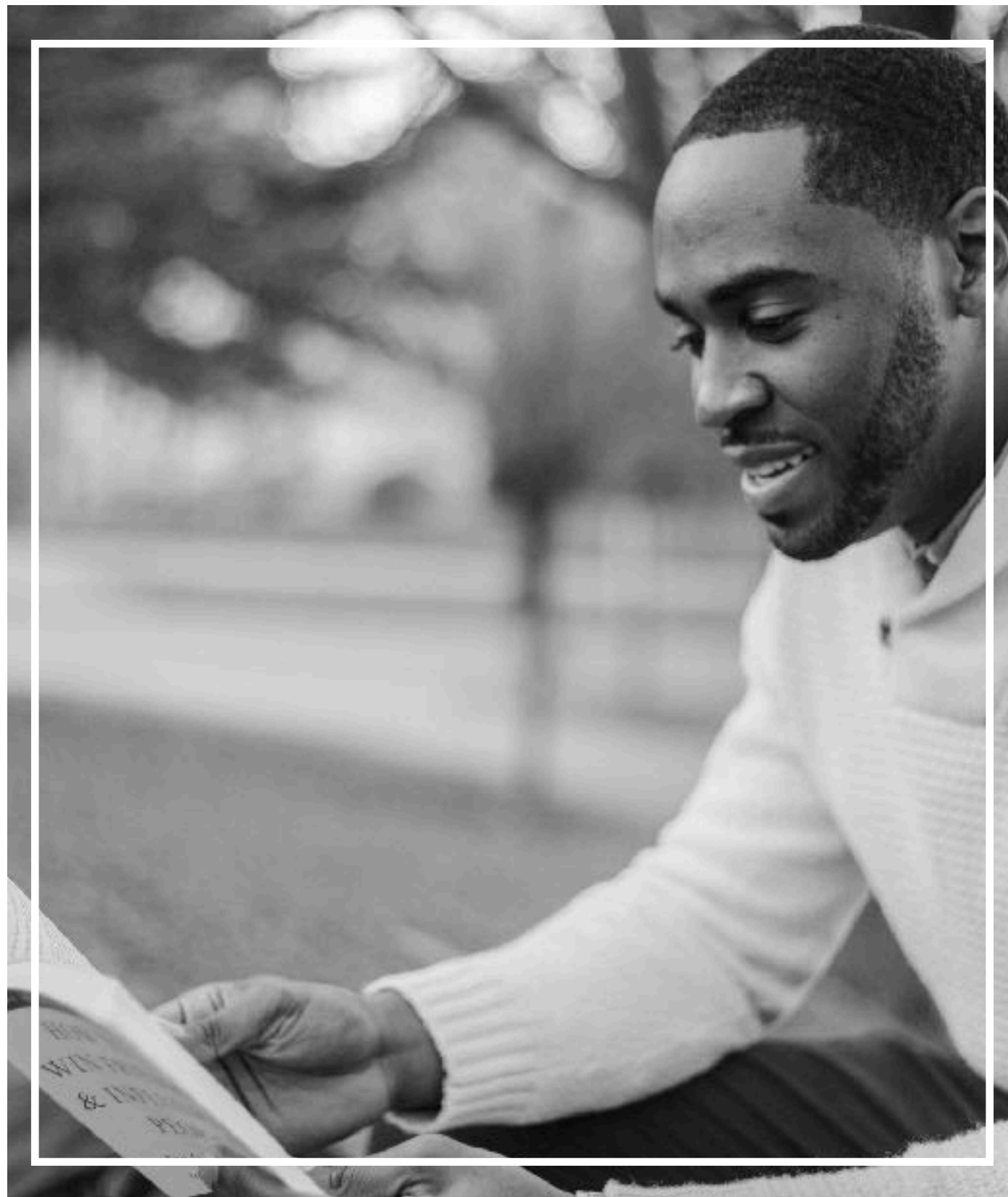
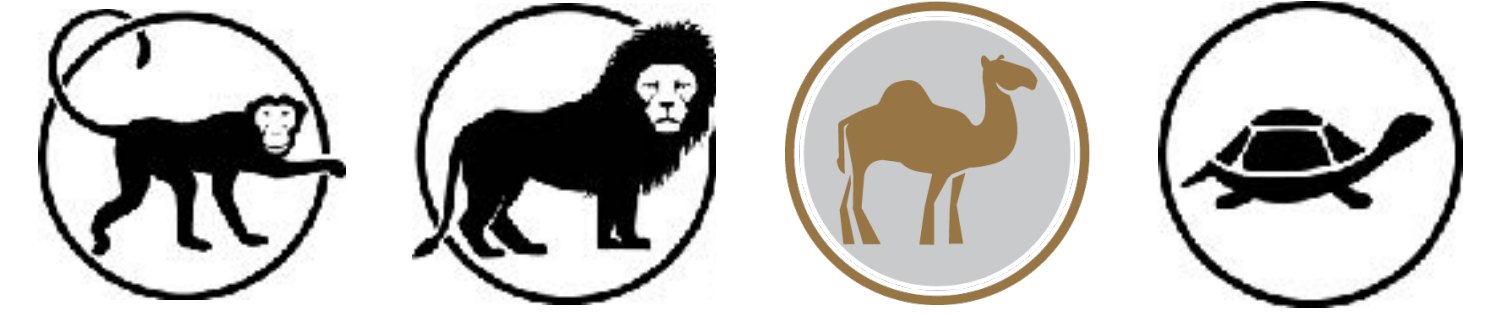
- ▶ Validated by control

Camels



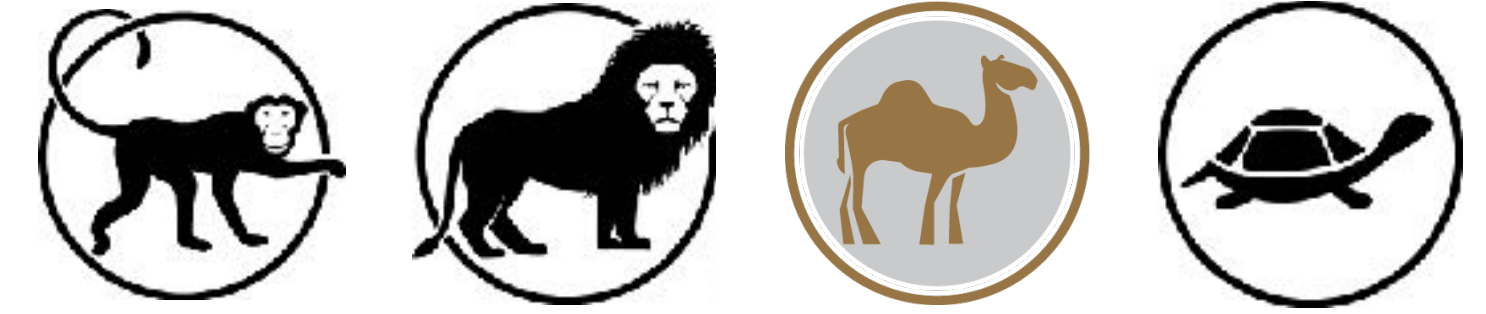
- ▶ Validated by control
- ▶ Organize your environment

Camels



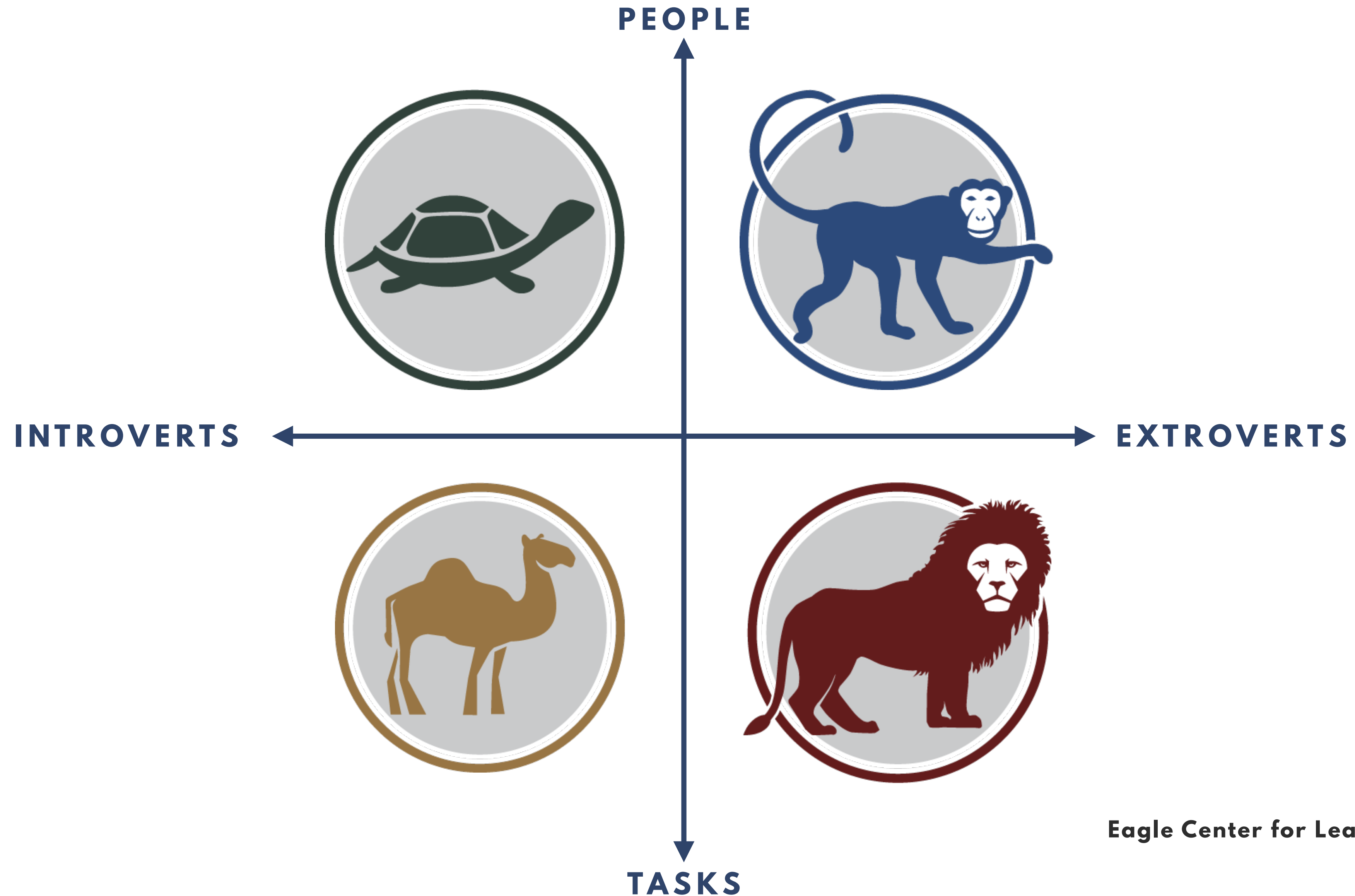
- ▶ Validated by control
- ▶ Organize your environment
- ▶ Schedule time to read a book

Camels

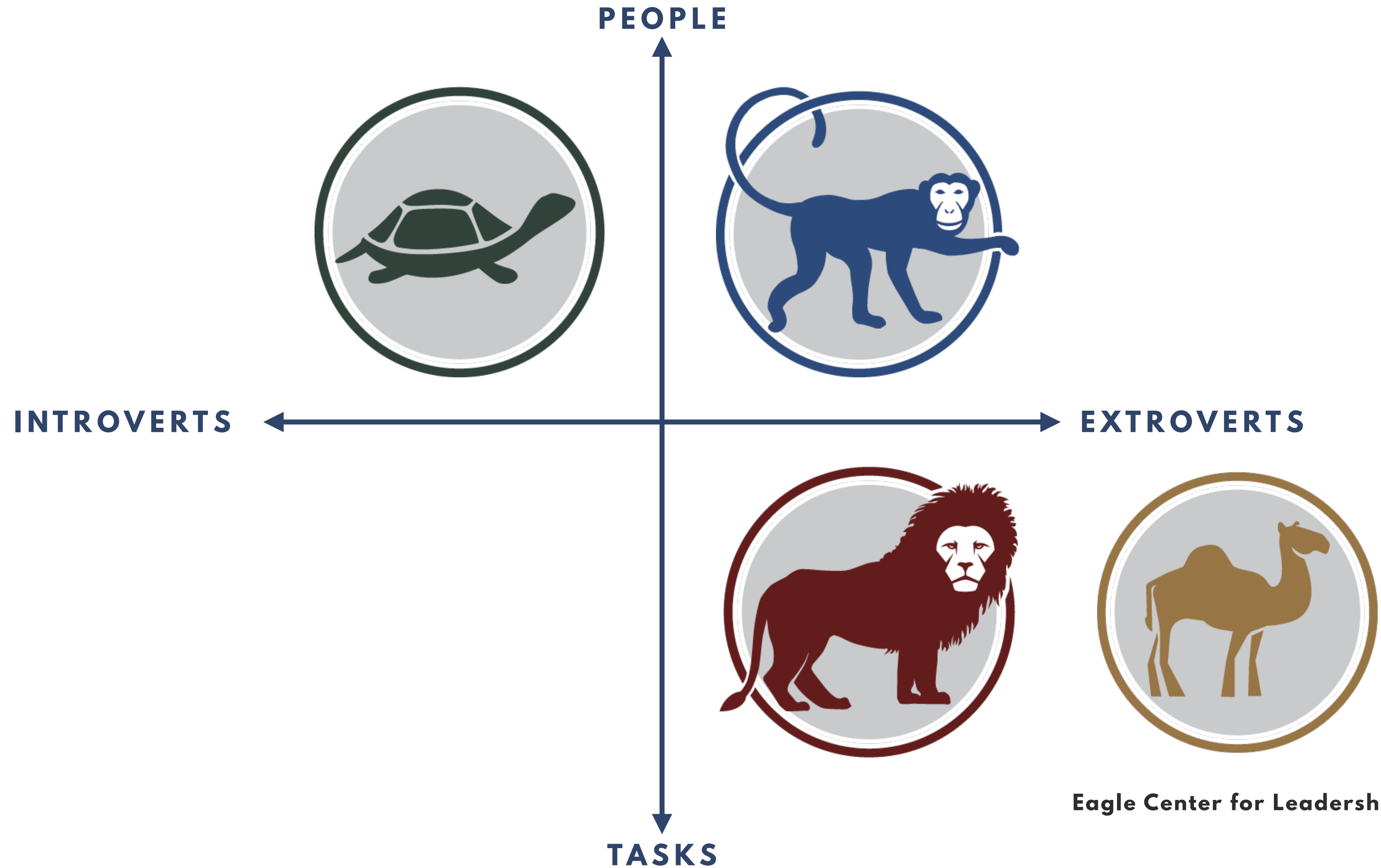


- ▶ Validated by control
- ▶ Organize your environment
- ▶ Schedule time to read a book
- ▶ Work on a task you know will take some focus

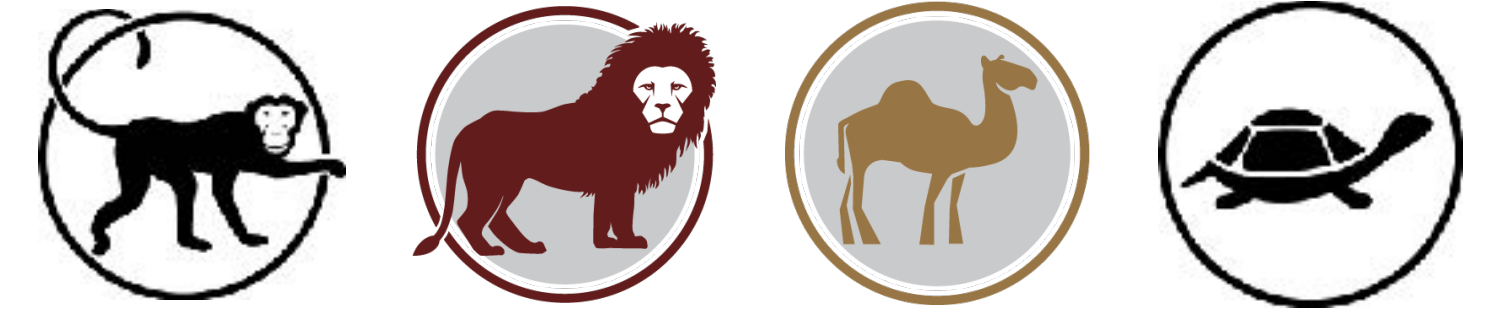
The Leadership Dance



The Leadership Dance

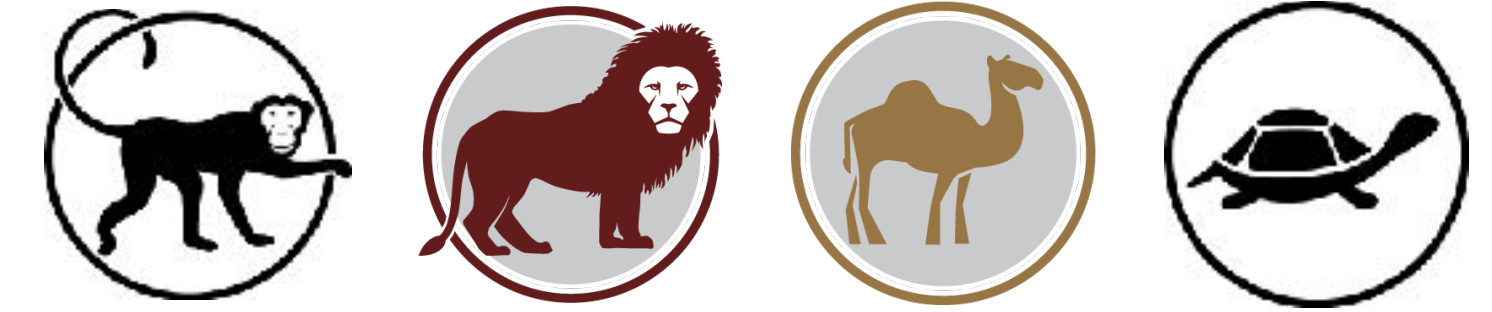


Camels >> Lions



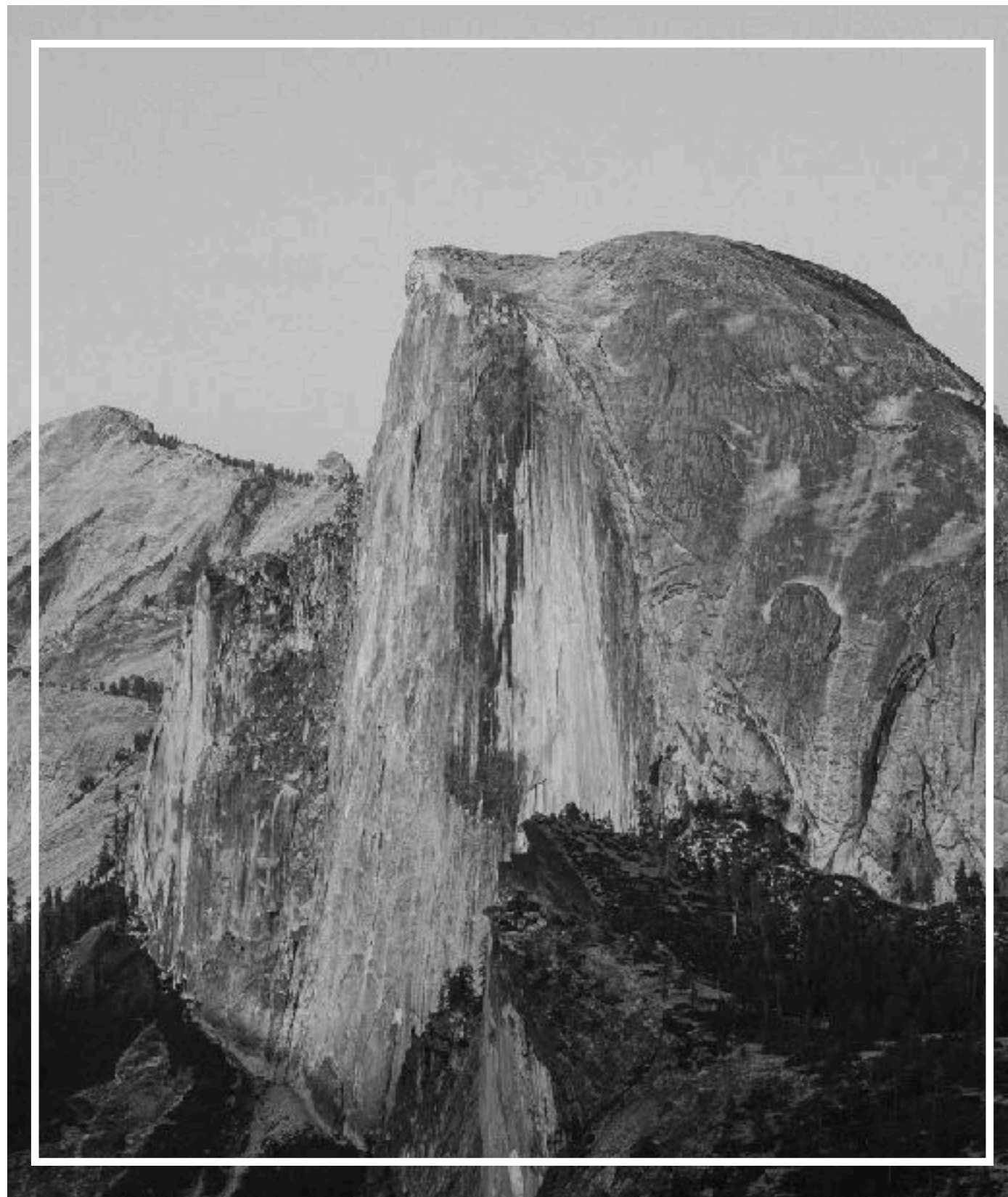
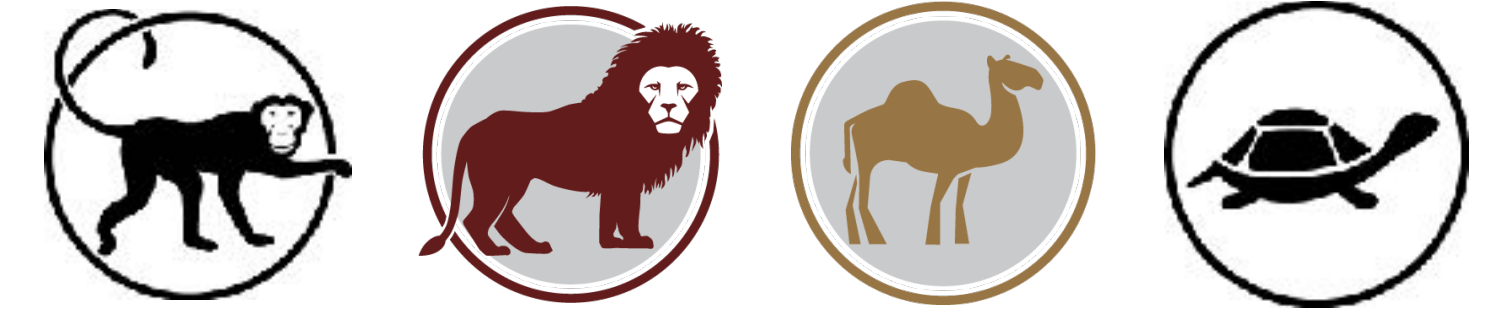
- ▶ 30,000 foot level
- ▶ Ask strategic questions

Camels >> Lions



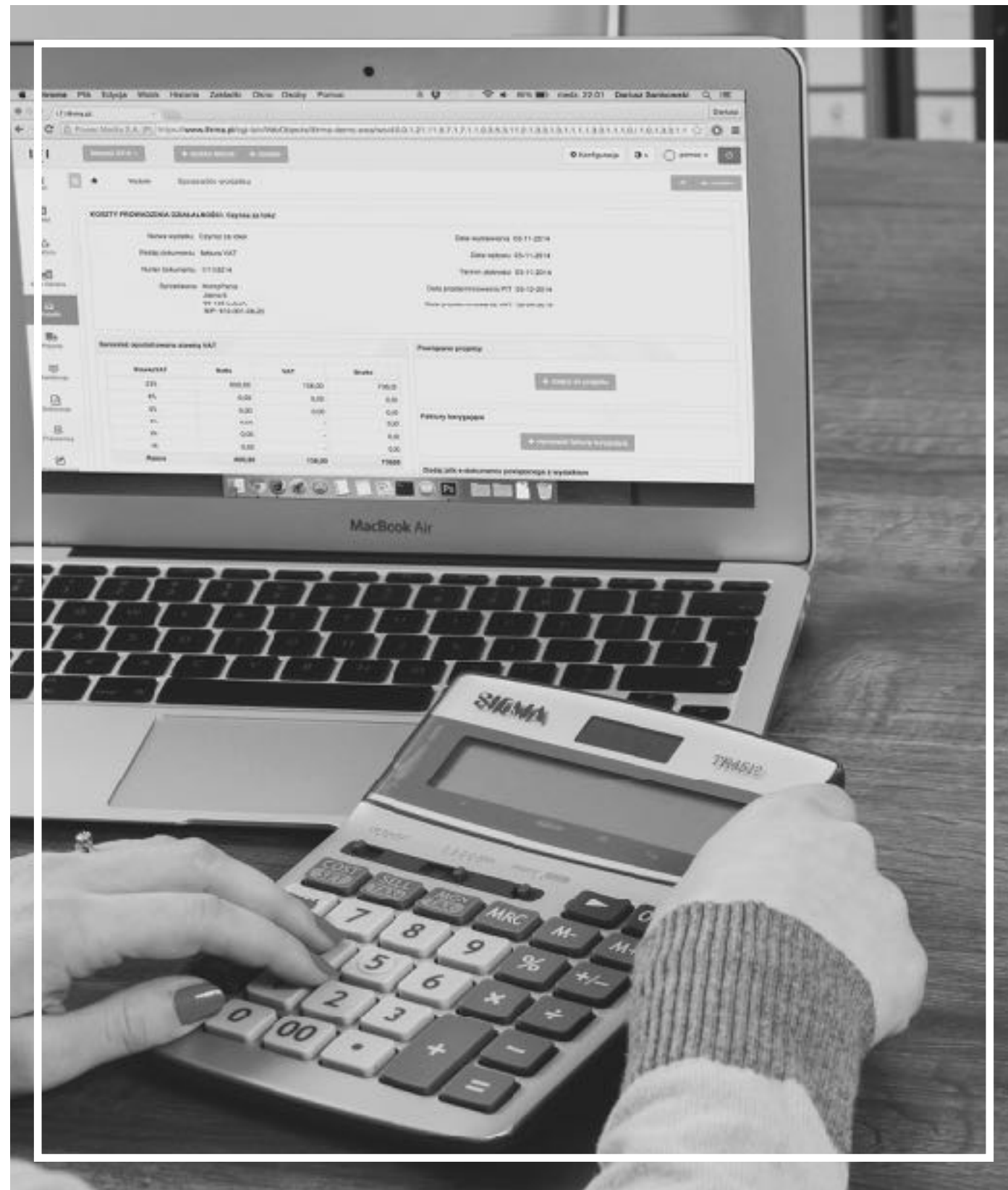
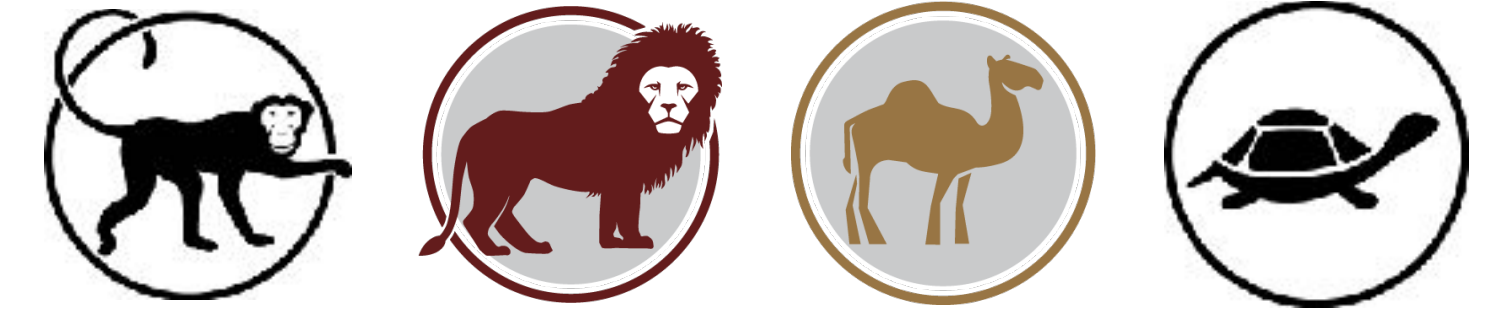
- ▶ 30,000 foot level
- ▶ It's not about fact-finding
- ▶ Ask strategic questions

Camels >> Lions



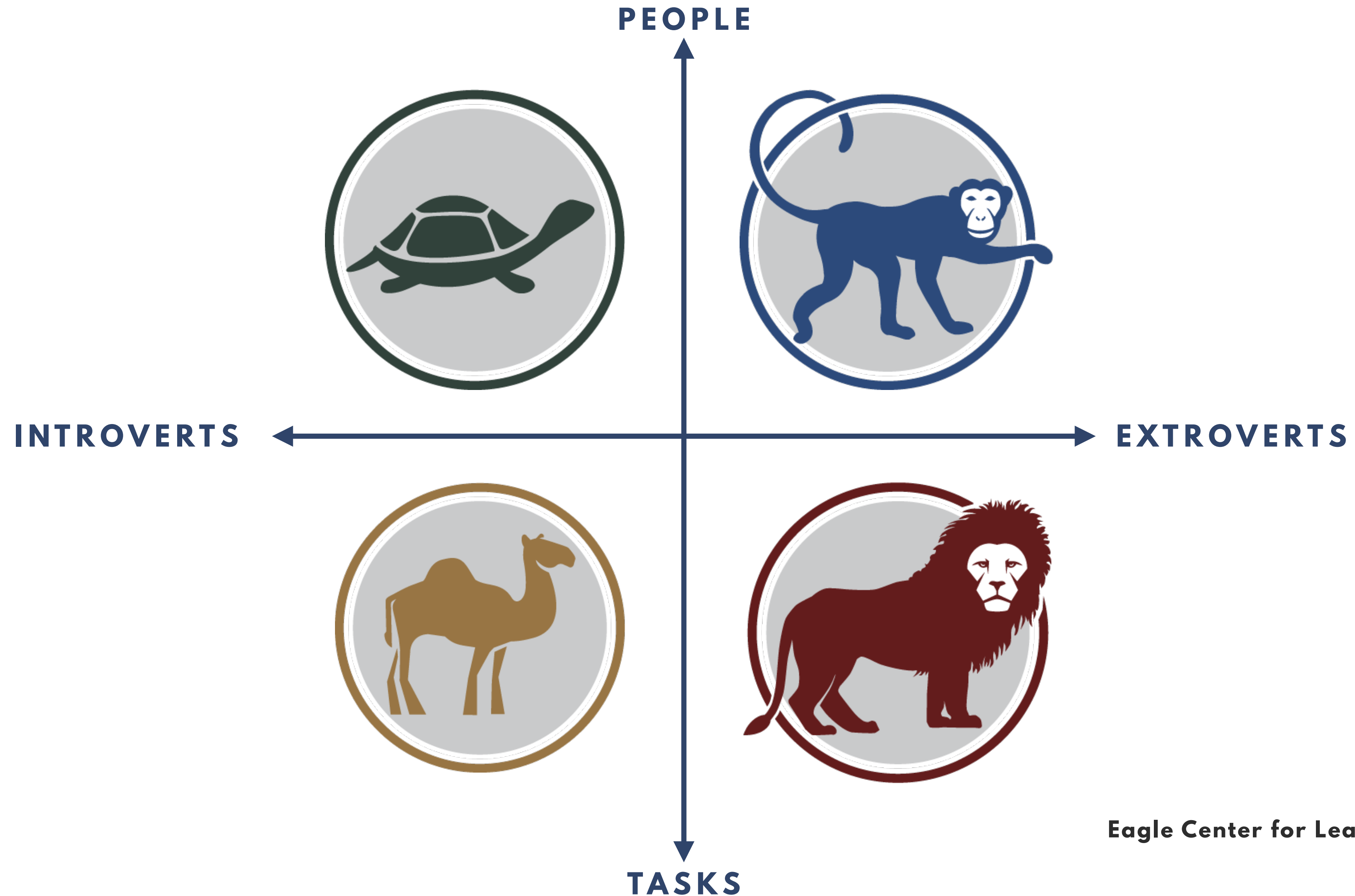
- ▶ 30,000 foot level
- ▶ It's not about fact-finding
- ▶ Ask strategic questions
- ▶ Communicate in big rocks
- ▶ Give big projects, then get out of the way

Camels >> Lions

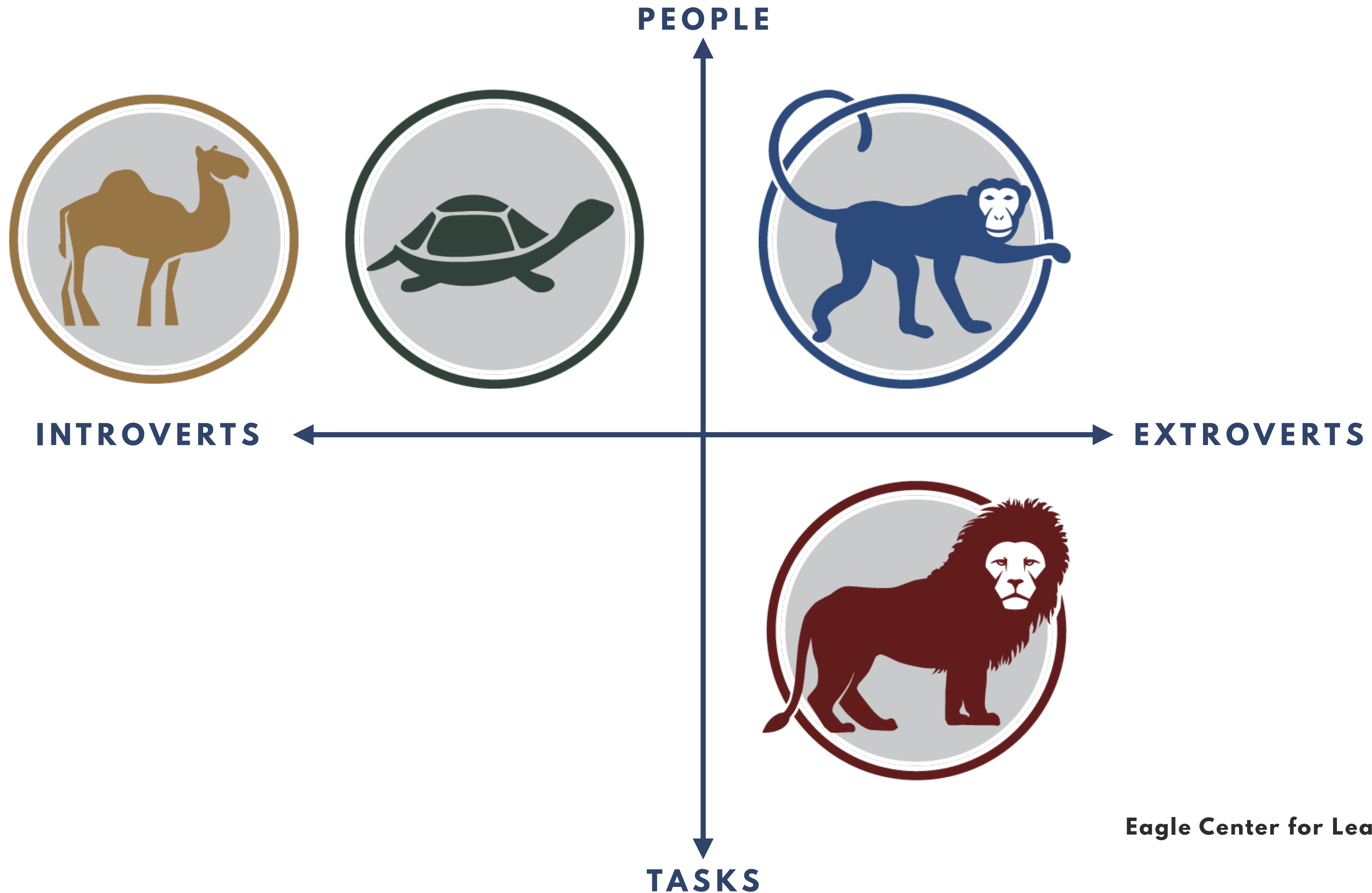


- ▶ 30,000 foot level
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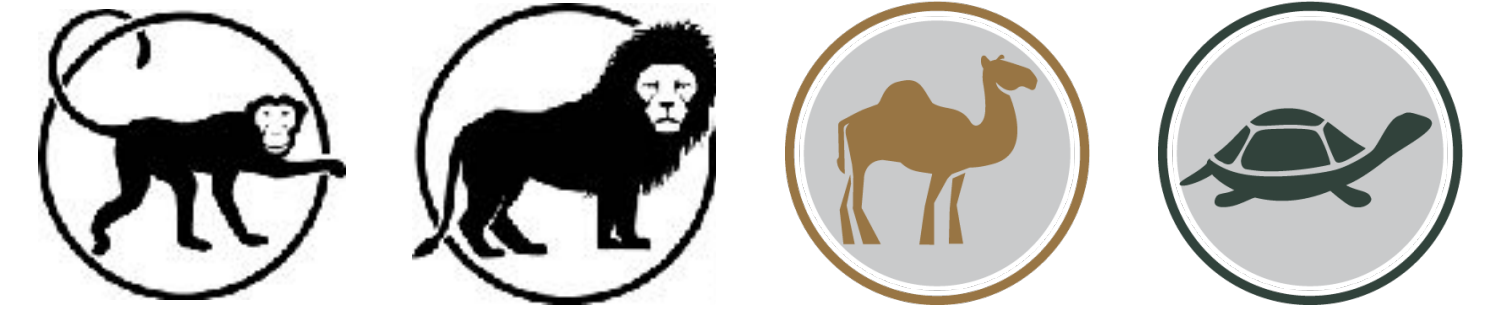
The Leadership Dance



The Leadership Dance

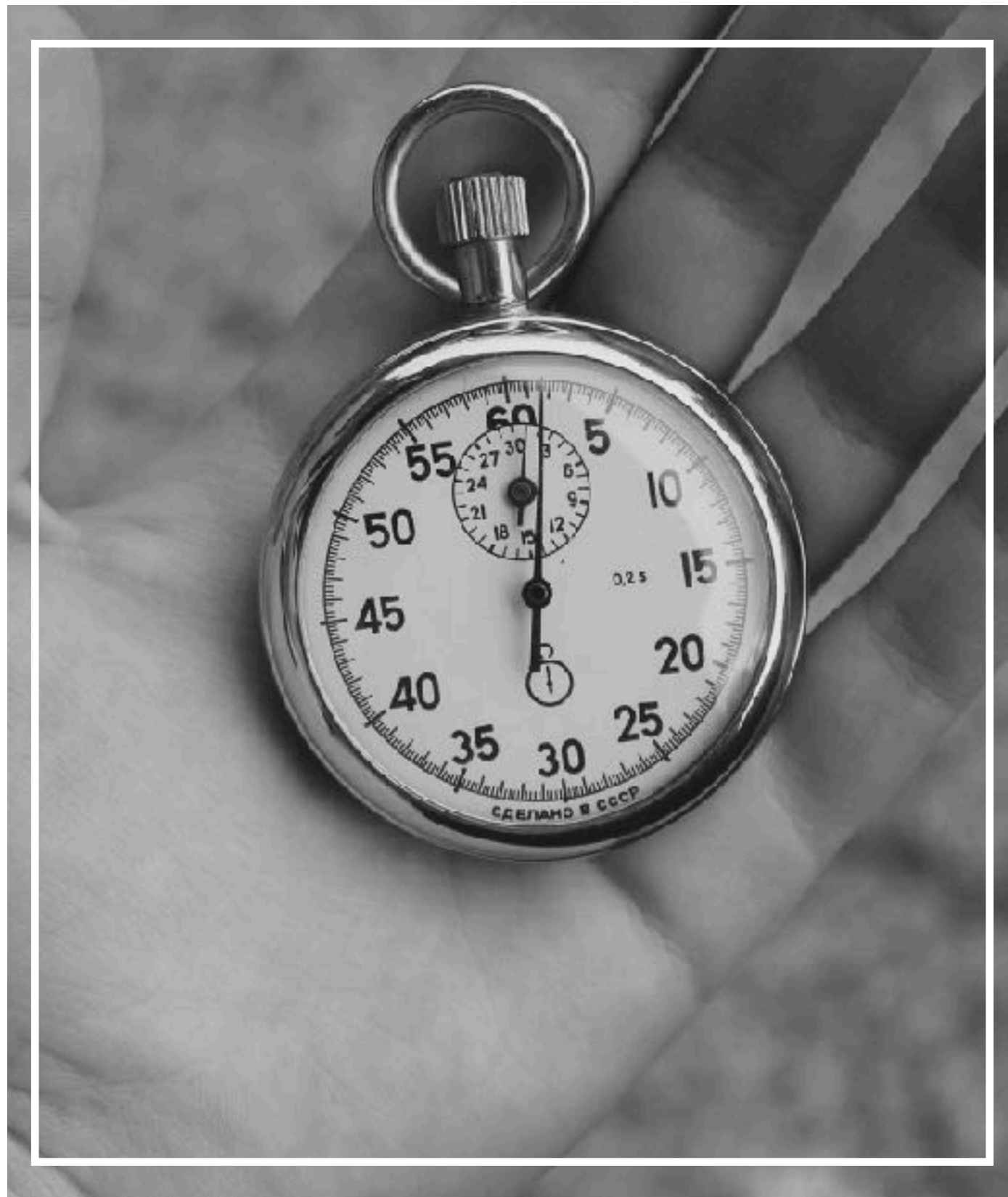
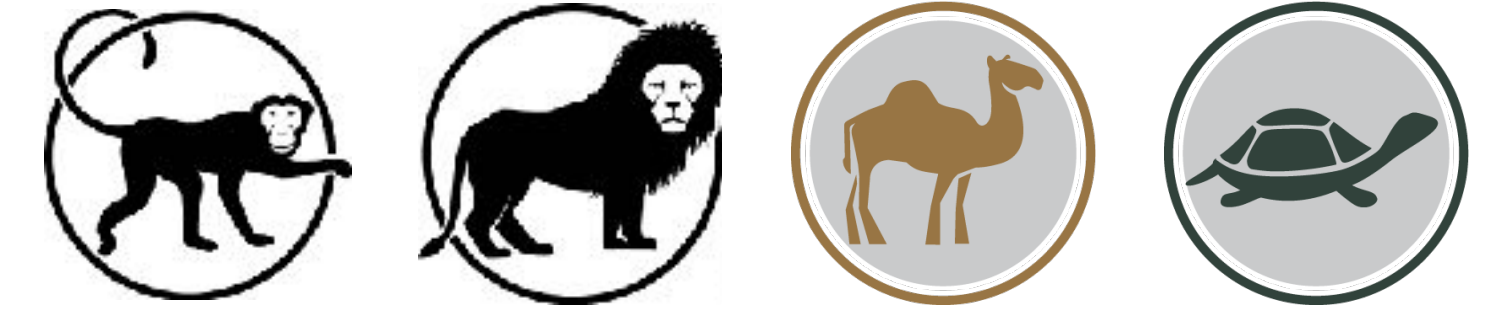


Camels >> Turtles



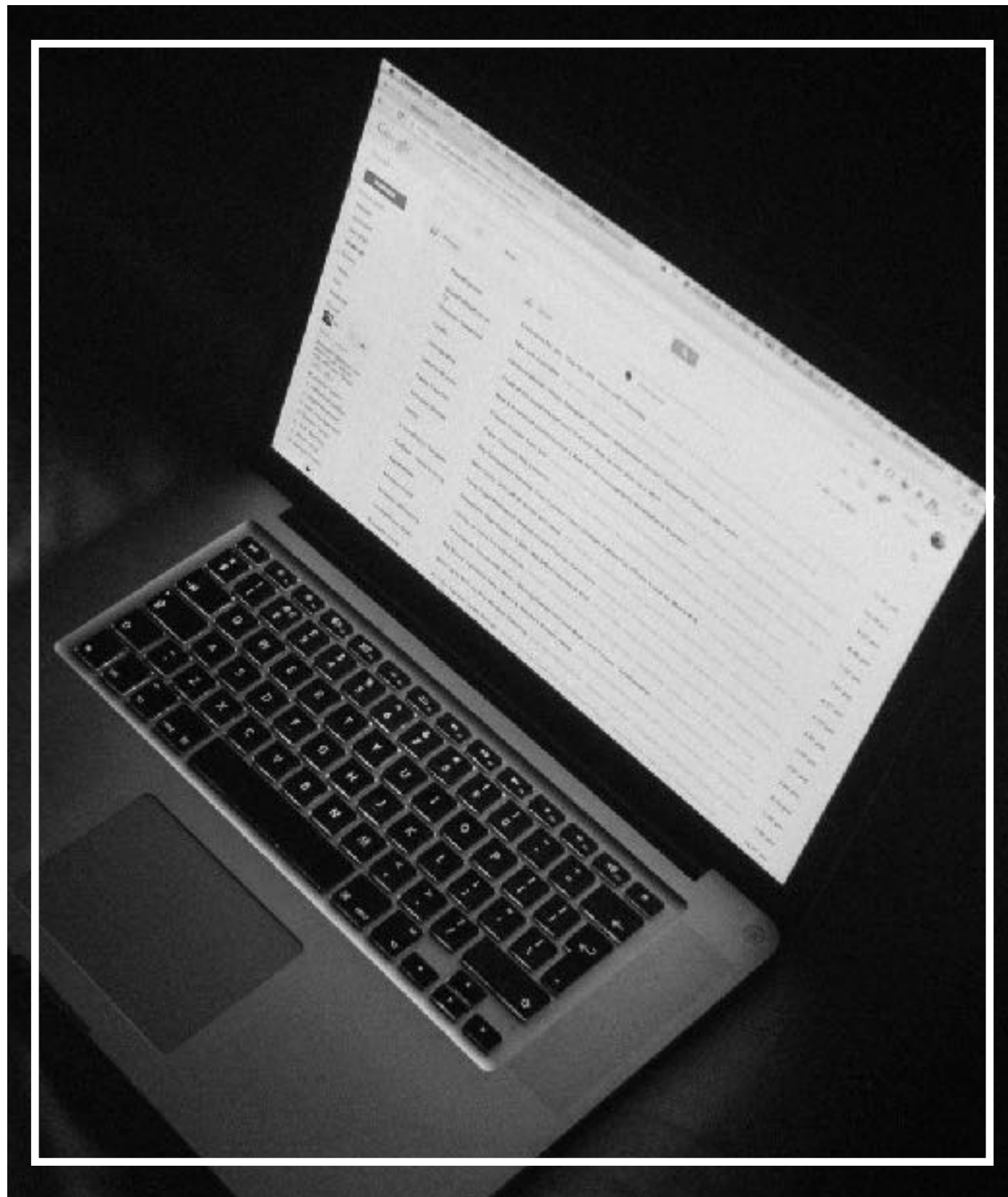
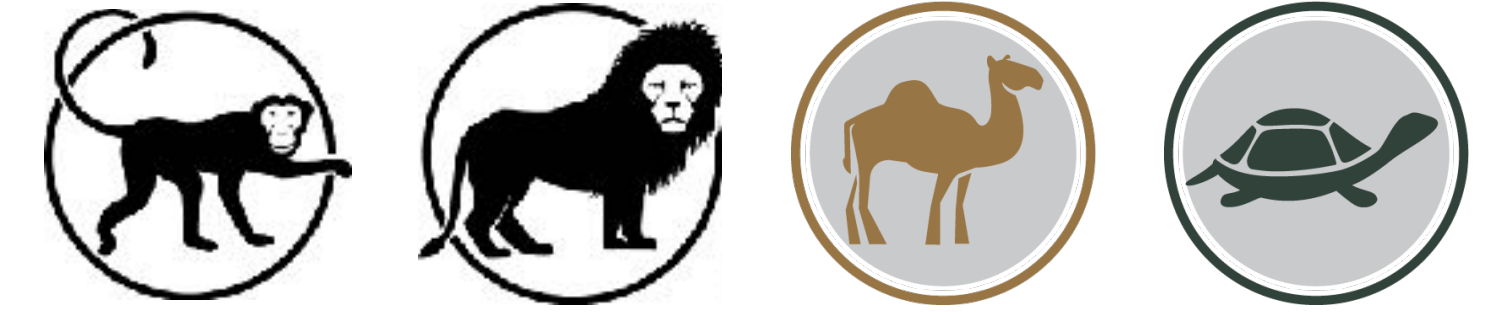
- Speak in steps, not details

Camels >> Turtles



- ▶ Speak in steps, not details
- ▶ Give time to process

Camels >> Turtles

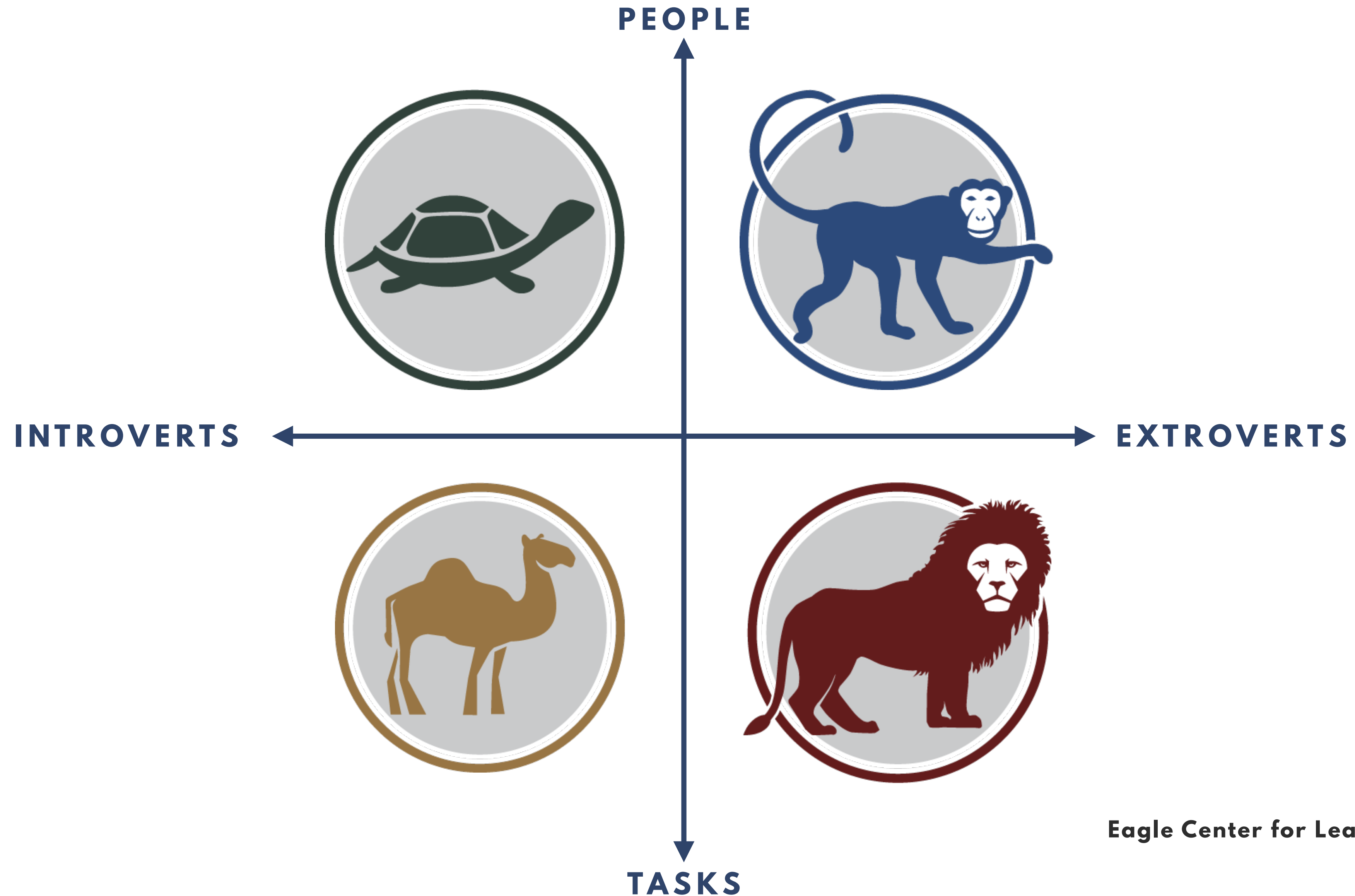


- ▶ Speak in steps, not details
- ▶ Give time to process
- ▶ Use email or other methods of communicating data
- ▶ Understand your criticism will shut the Turtle down

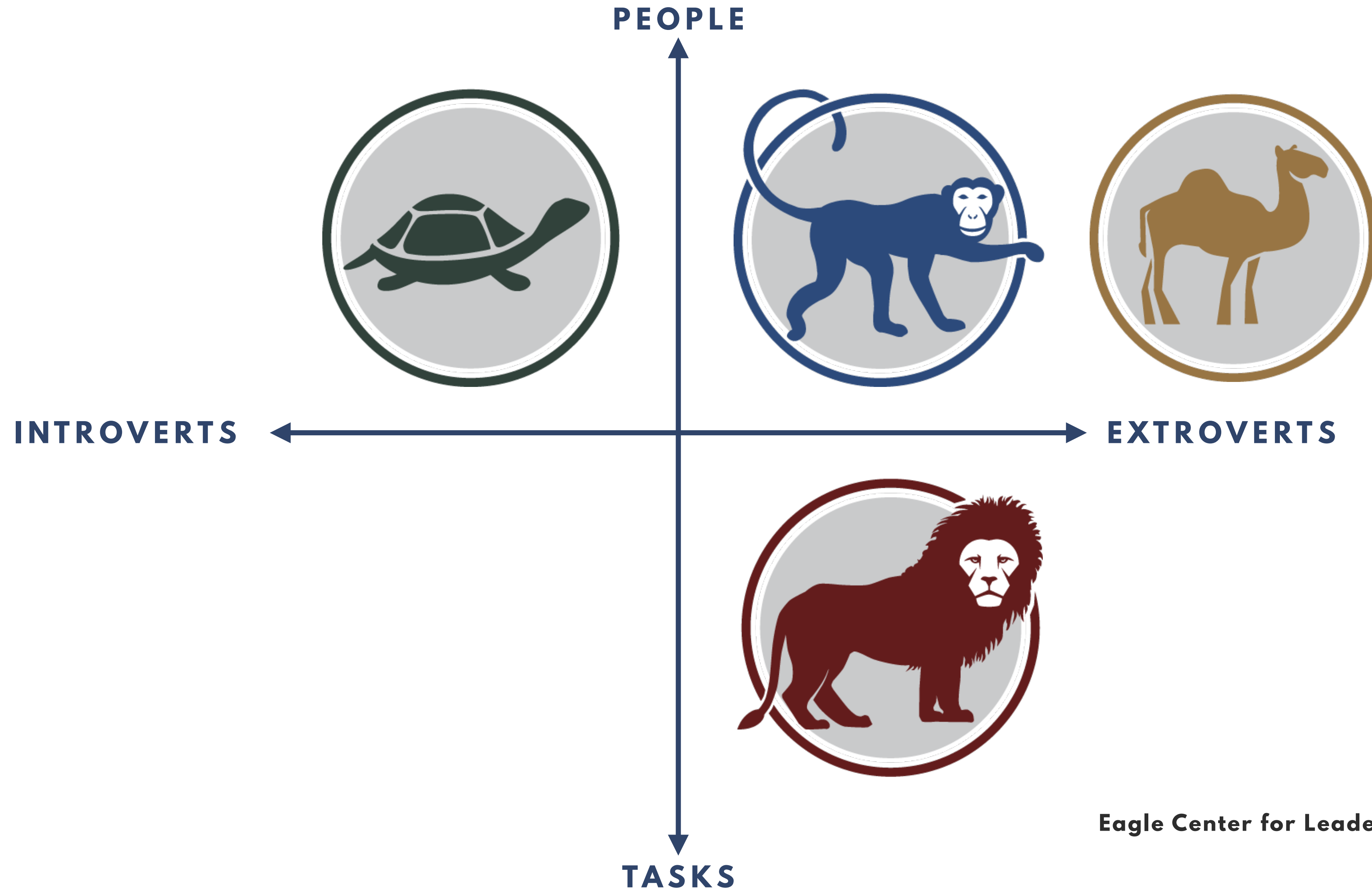


*Don't be critical even if you know a
better way.*

The Leadership Dance



The Leadership Dance



Camels >> Monkeys



- ▶ Laugh with them
- ▶ Allow them to have fun
- ▶ Listen to them talk about their lives

Camels >> Monkeys



- ▶ Laugh with them
- ▶ Allow them to have fun
- ▶ Listen to them talk about their lives
- ▶ Don't take everything they say literally—they think out loud

Camels >> Monkeys

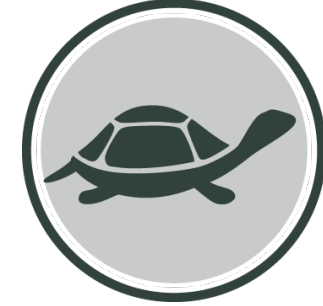


- ▶ Laugh with them
- ▶ Allow them to have fun
- ▶ Listen to them talk about their lives
- ▶ Don't take everything they say literally—they think out loud
- ▶ Touch is important



Tranquil Turtle

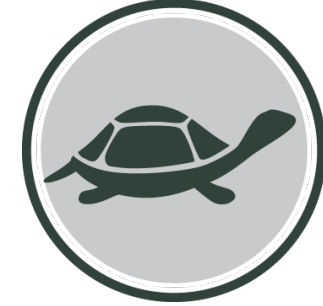
Turtles



► Turtle time



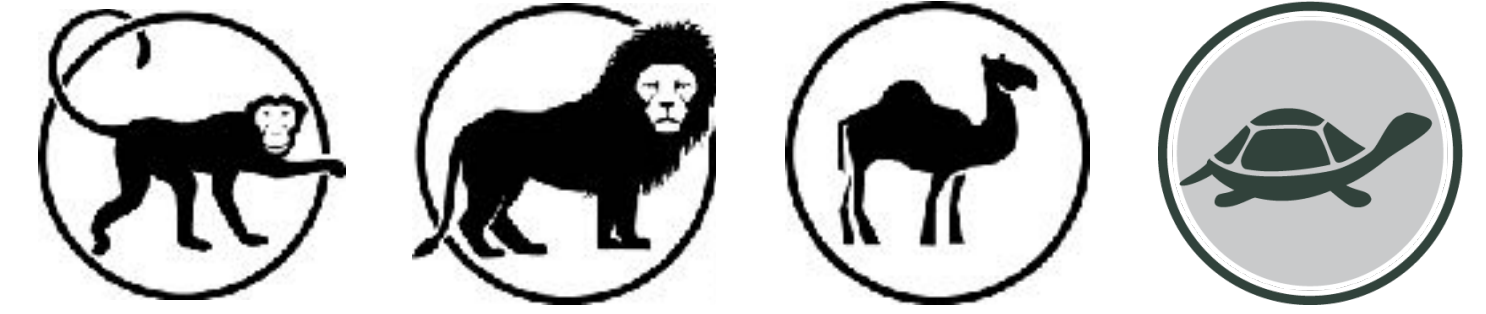
Turtles



► Turtle time

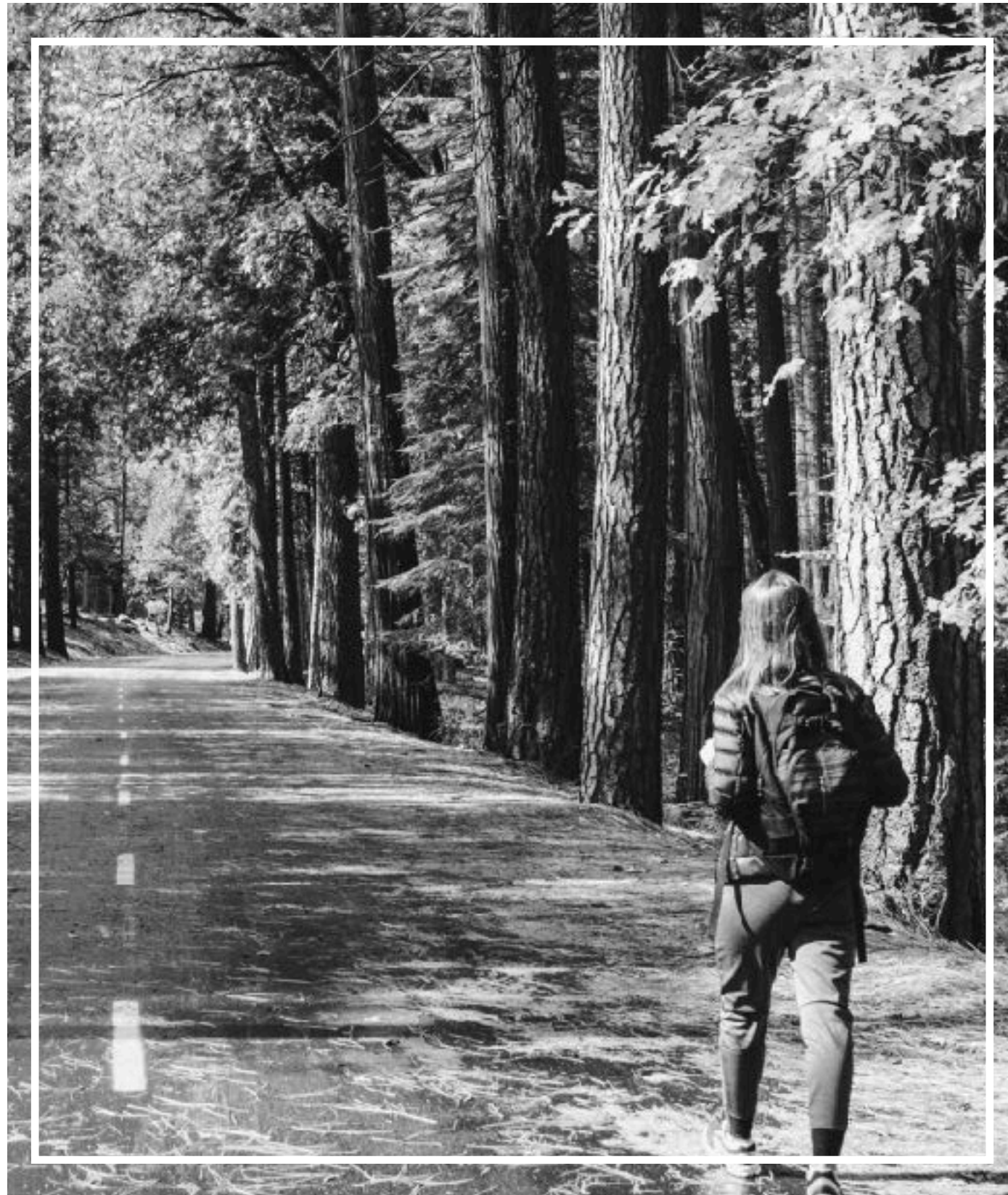
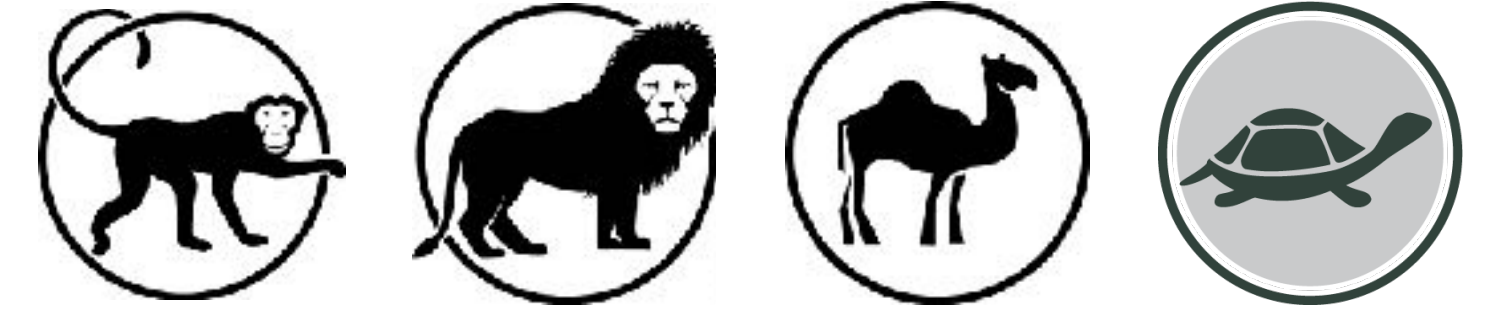


Turtles



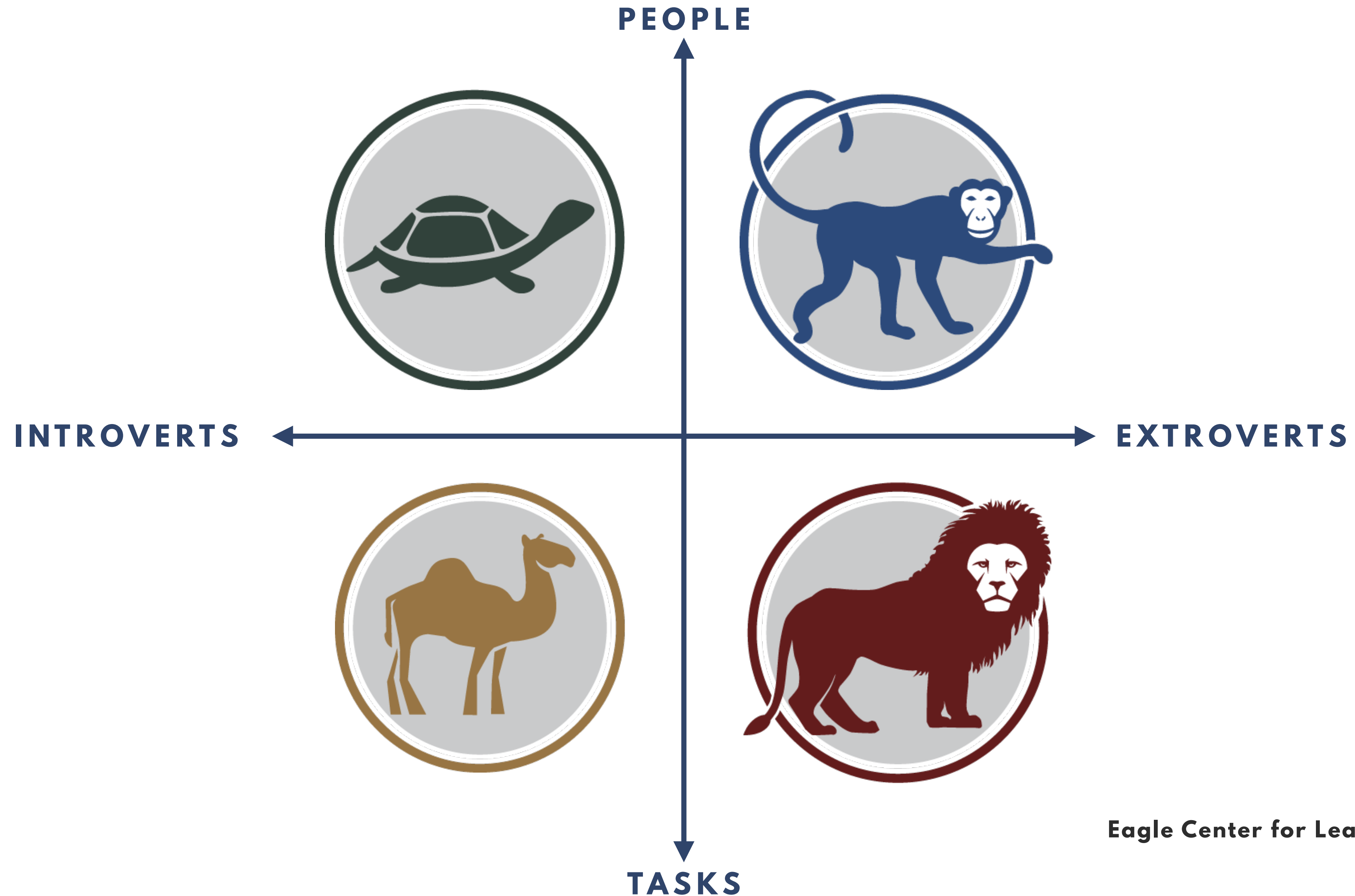
- ▶ Turtle time
- ▶ Time alone in your office

Turtles

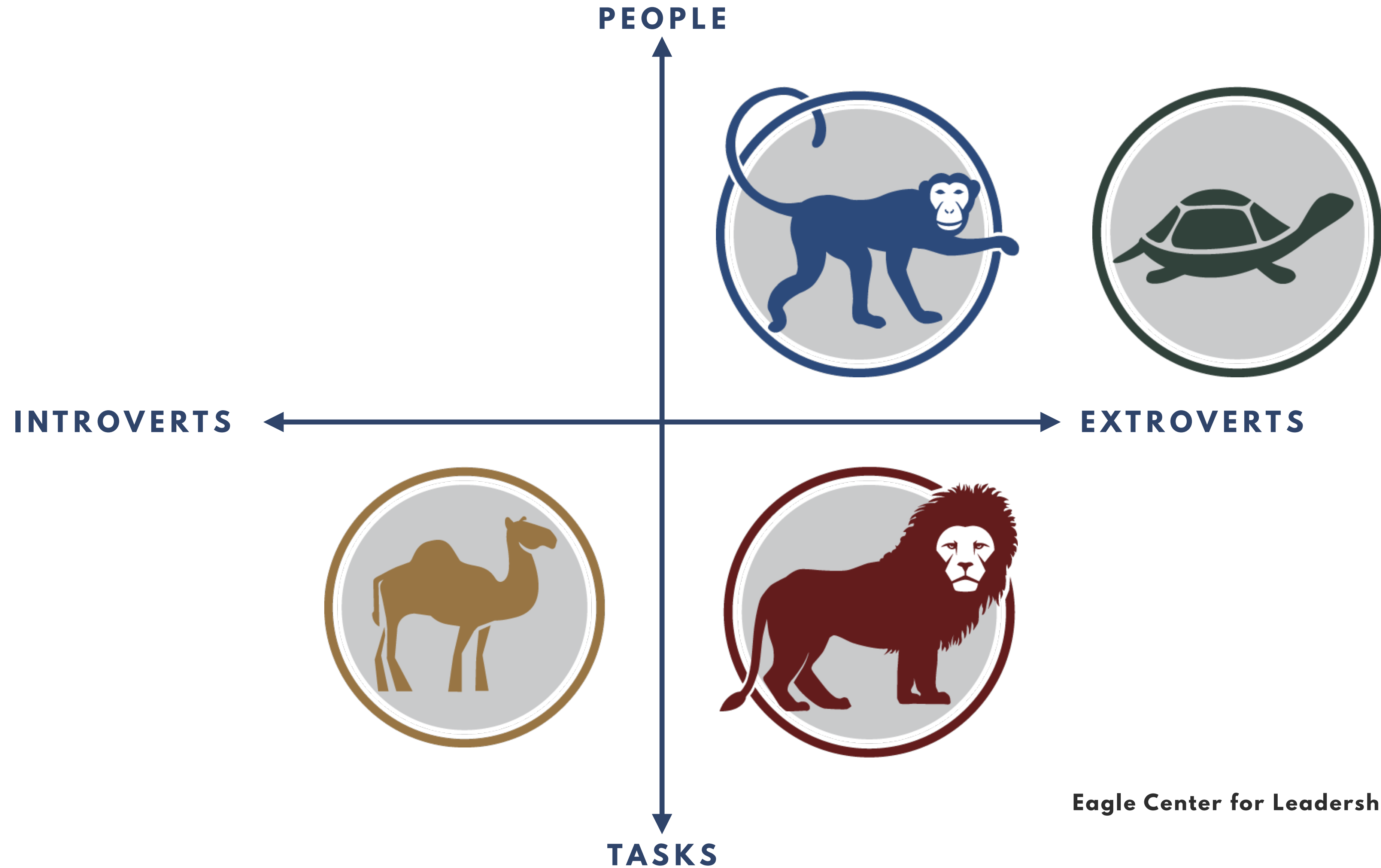


- ▶ Turtle time
- ▶ Time alone in your office
- ▶ Take a walk

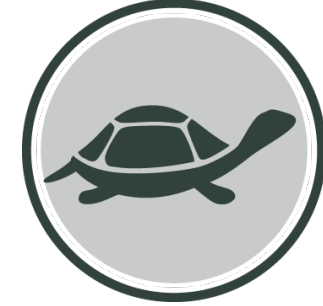
The Leadership Dance



The Leadership Dance



Turtles >> Monkey

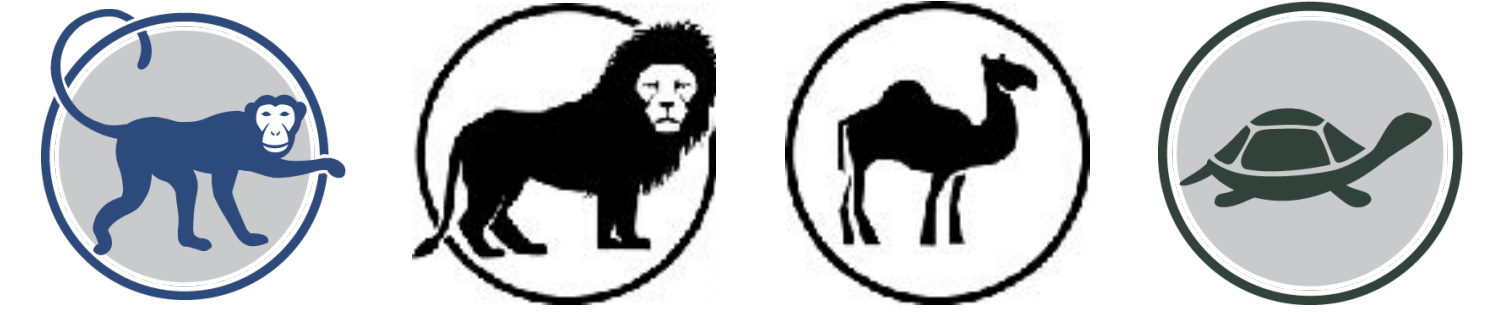


- ▶ Let the monkey be chaotic and speak in generalities
- ▶ Don't keep a blank stare on your face



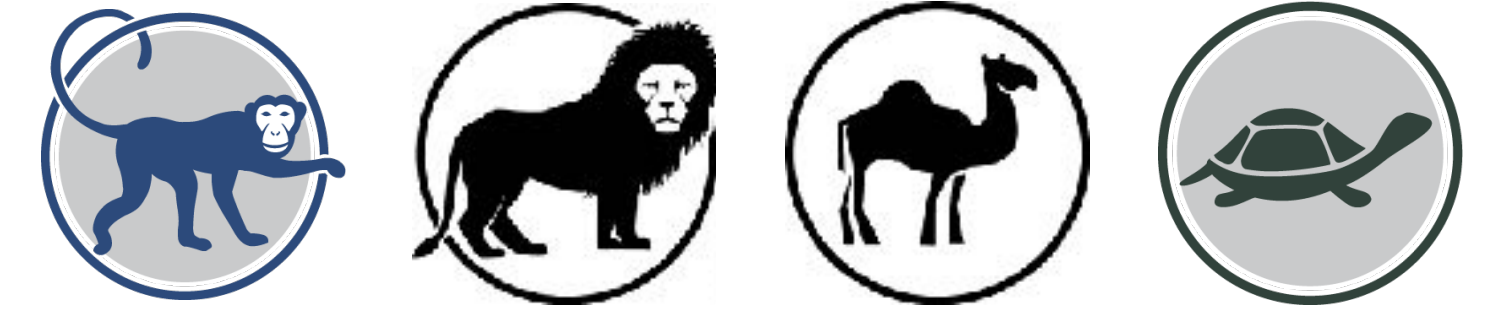
*Allow Monkeys time to connect first, then
give them direction.*

Turtles >> Monkey



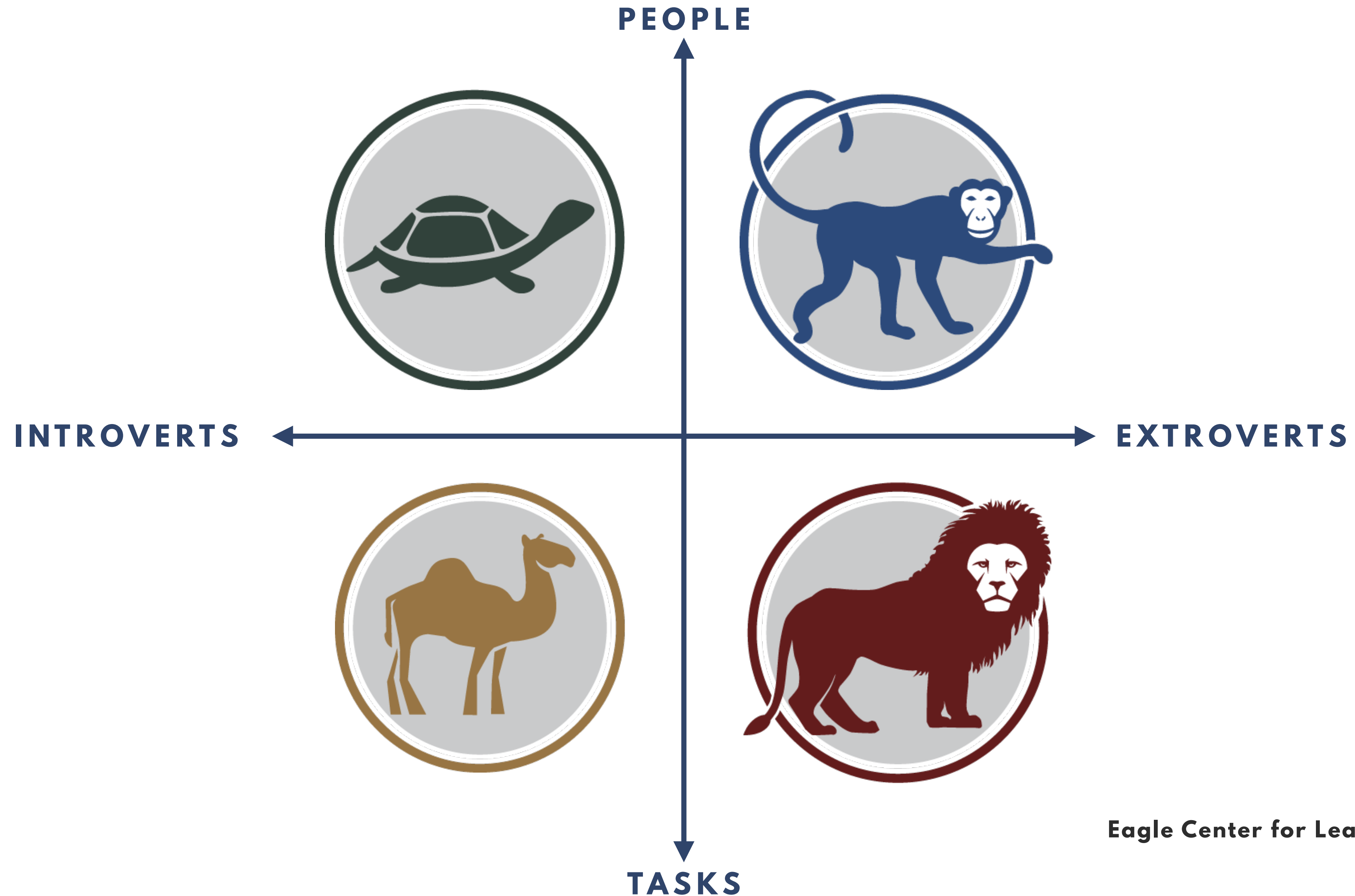
- ▶ Let the monkey be chaotic and speak in generalities
- ▶ Don't keep a blank stare on your face
- ▶ Laugh with them
- ▶ Allow them time to share, then give them direction

Turtles >> Monkey

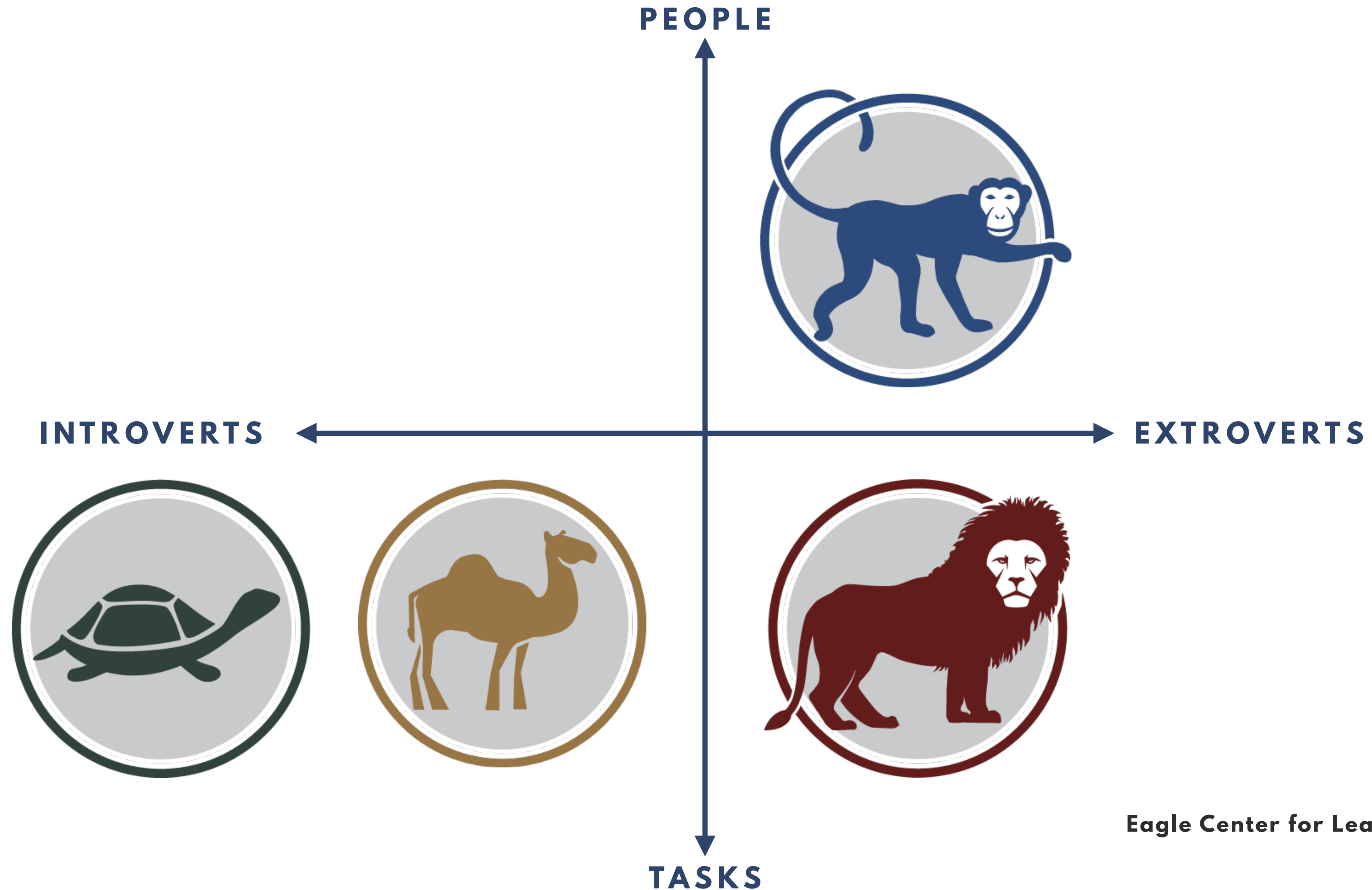


- ▶ Let the monkey be chaotic and speak in generalities
- ▶ Don't keep a blank stare on your face
- ▶ Laugh with them
- ▶ Allow them time to share, then give them direction
- ▶ Go out with them in social settings

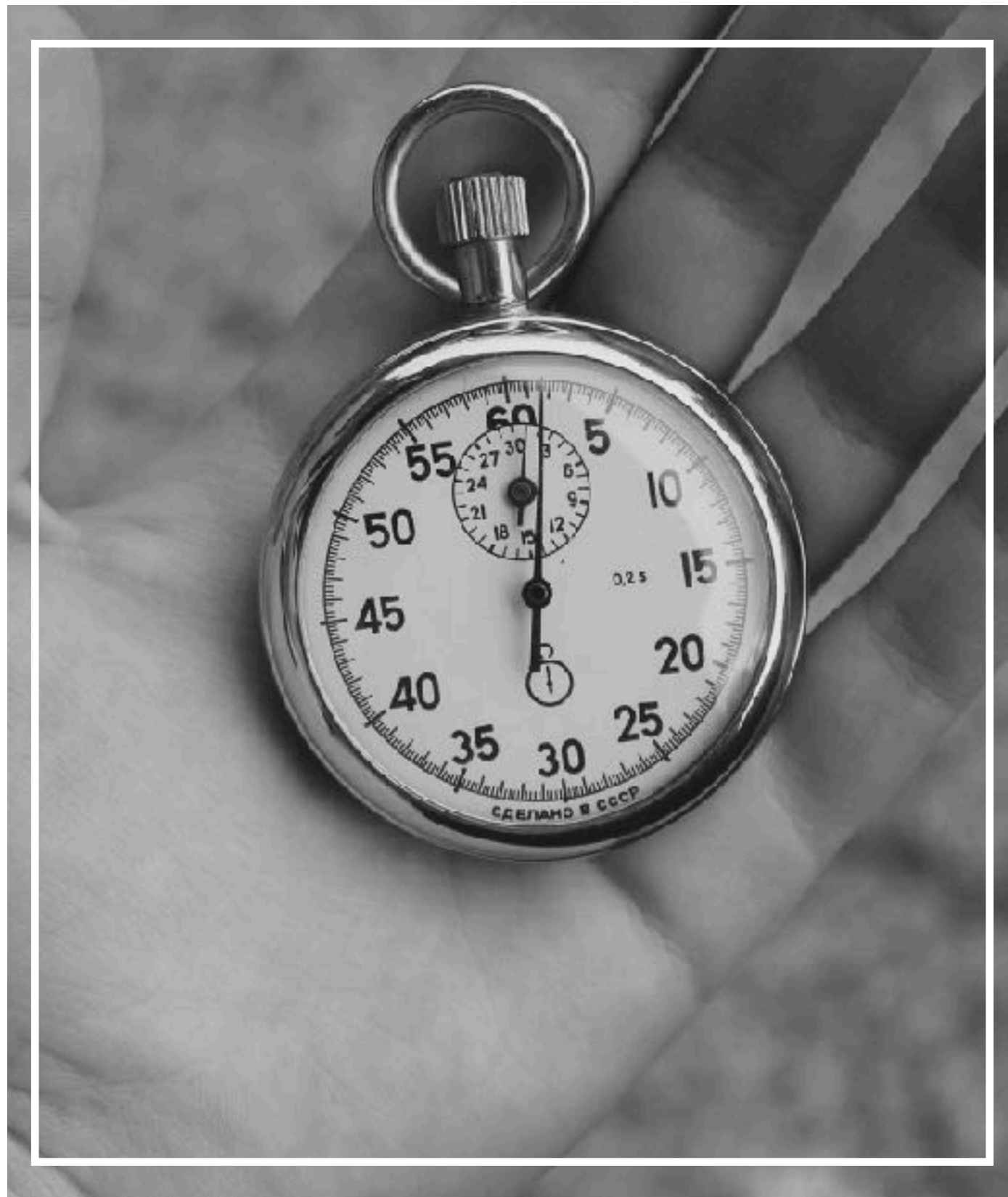
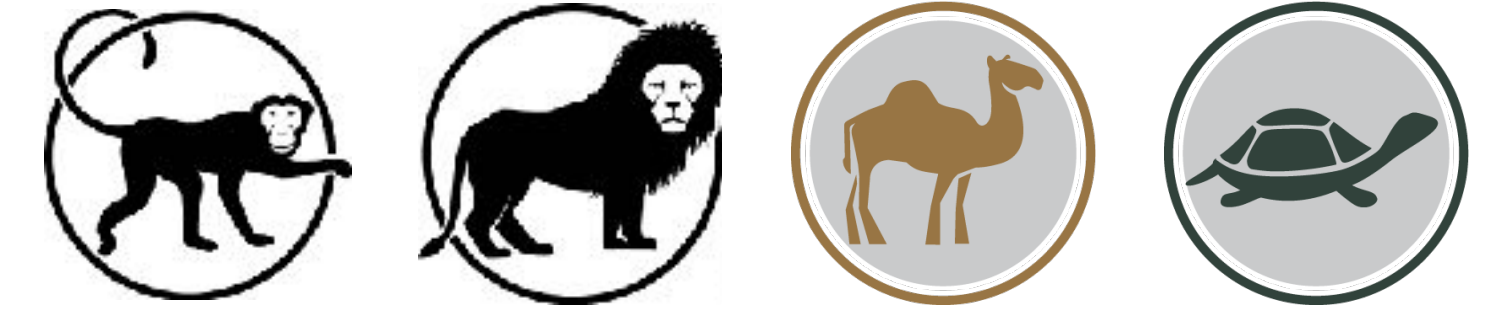
The Leadership Dance



The Leadership Dance

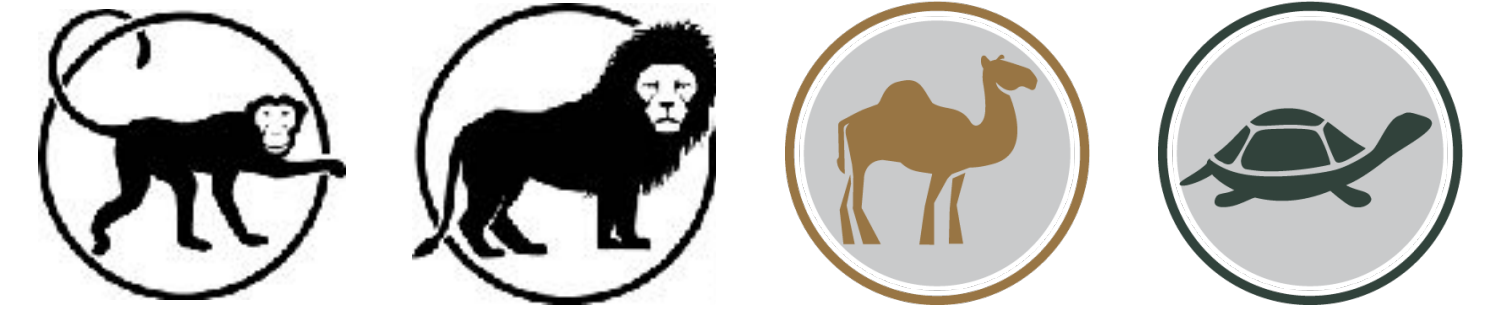


Turtles >> Camels



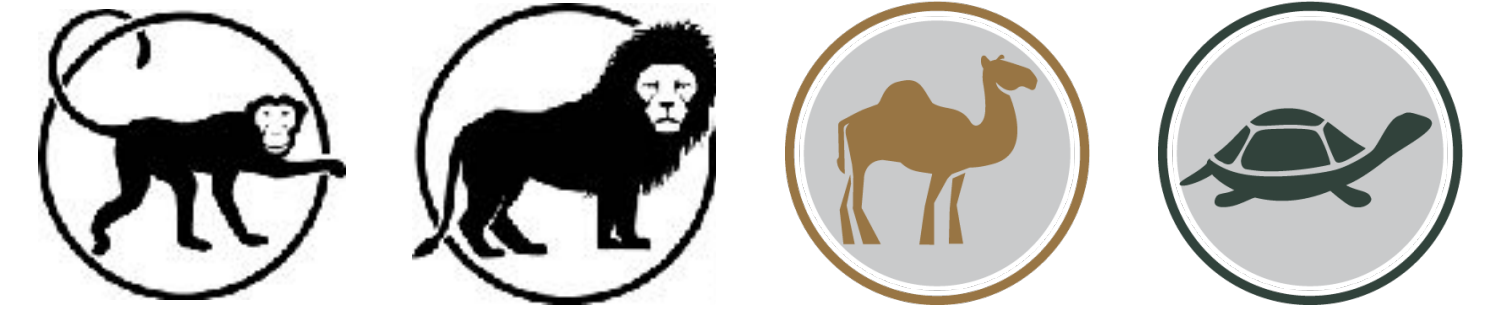
- ▶ Don't procrastinate

Turtles >> Camels



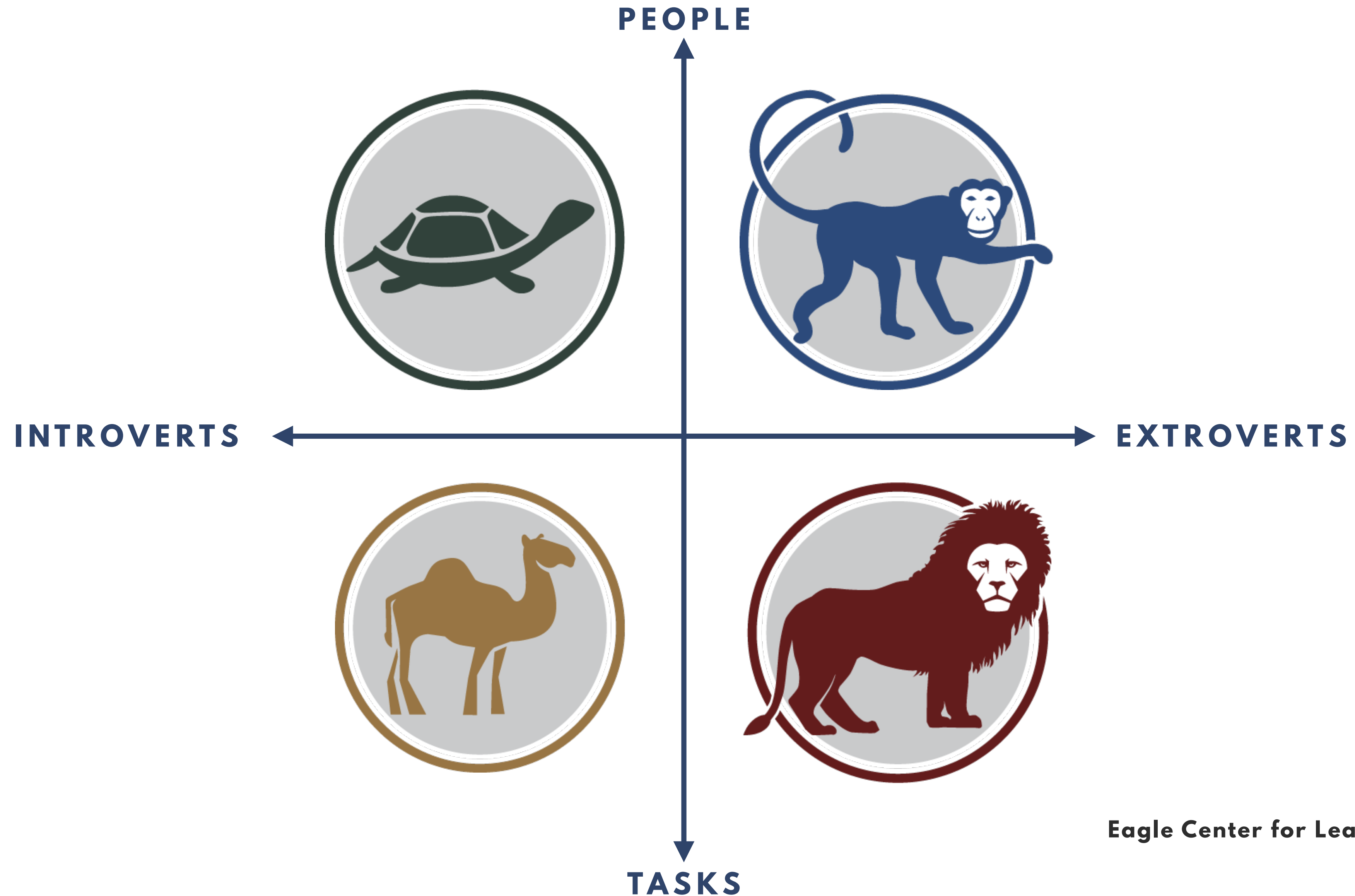
- ▶ Don't procrastinate
- ▶ Let them tell your specific details
- ▶ Be patient

Turtles >> Camels

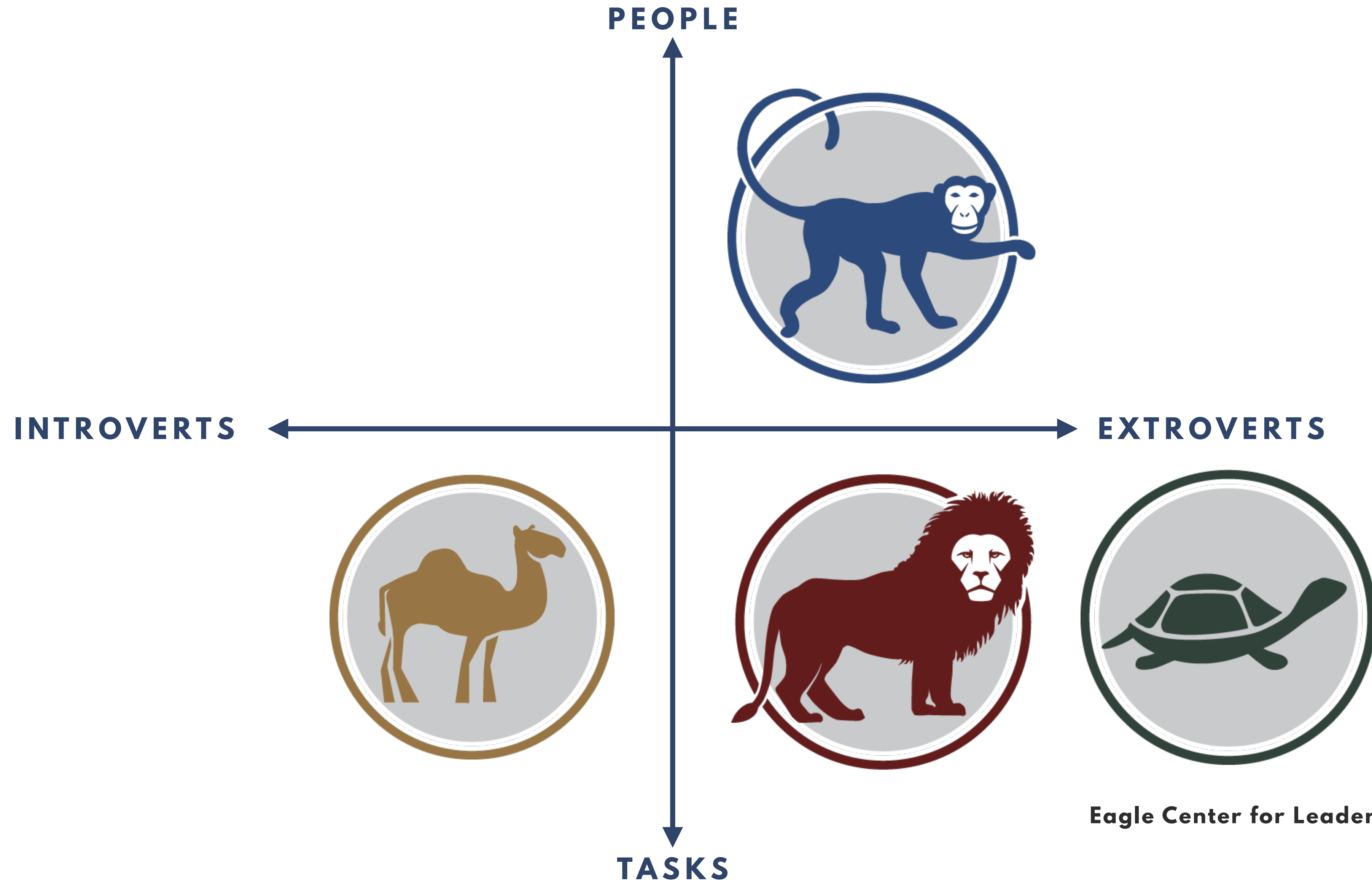


- ▶ Don't procrastinate
- ▶ Let them tell your specific details
- ▶ Be patient
- ▶ Prepare a special date

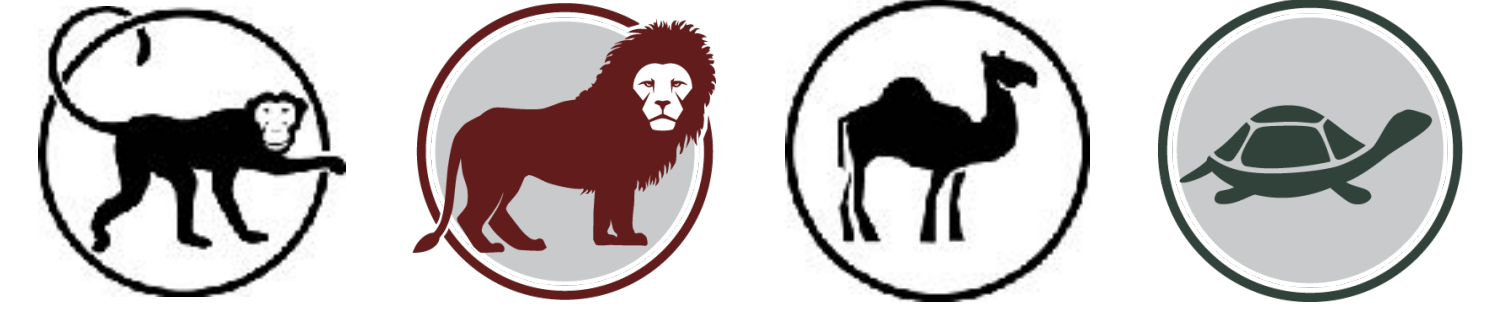
The Leadership Dance



The Leadership Dance



Turtles >> Lions



- ▶ Do not use passive language

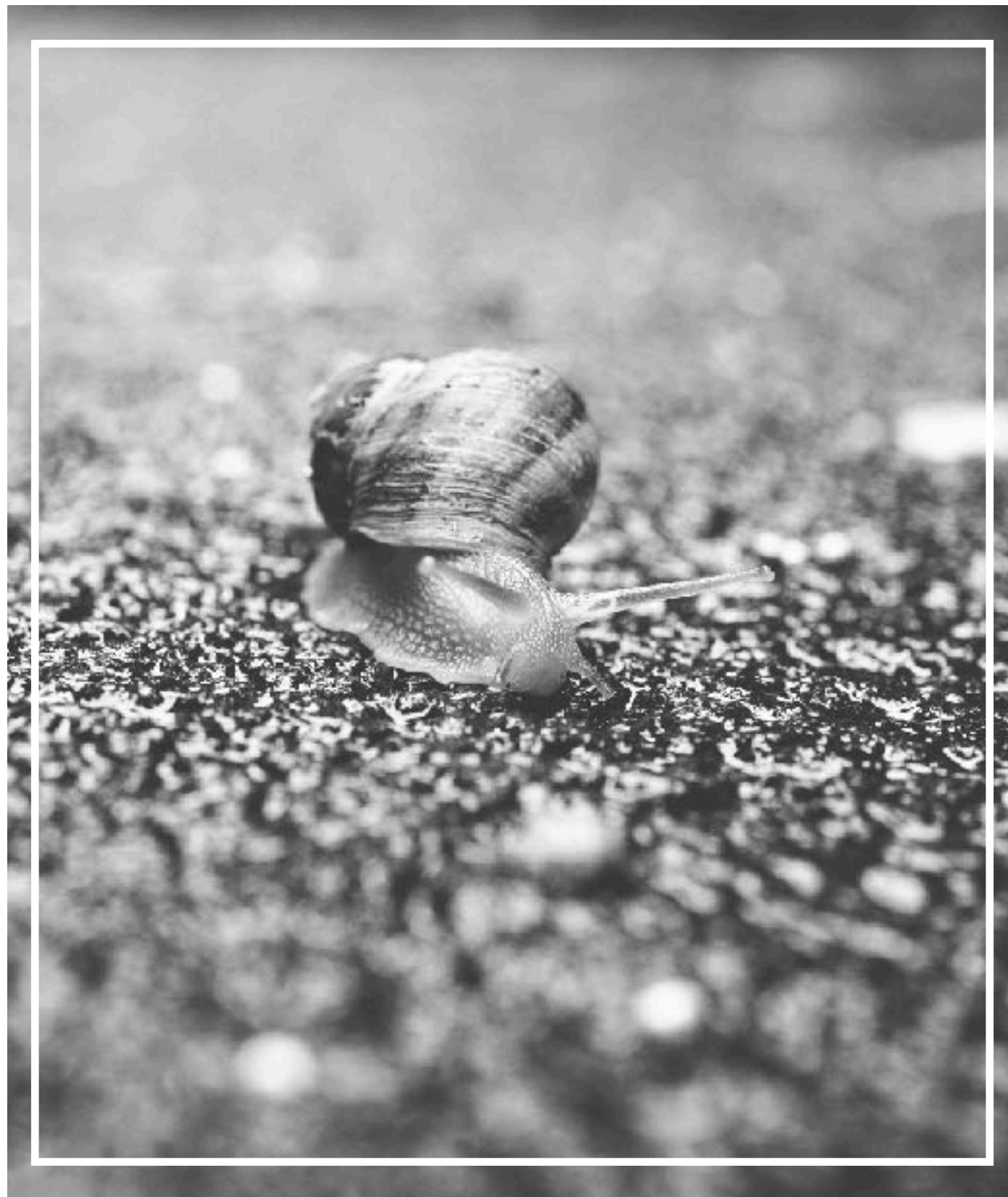
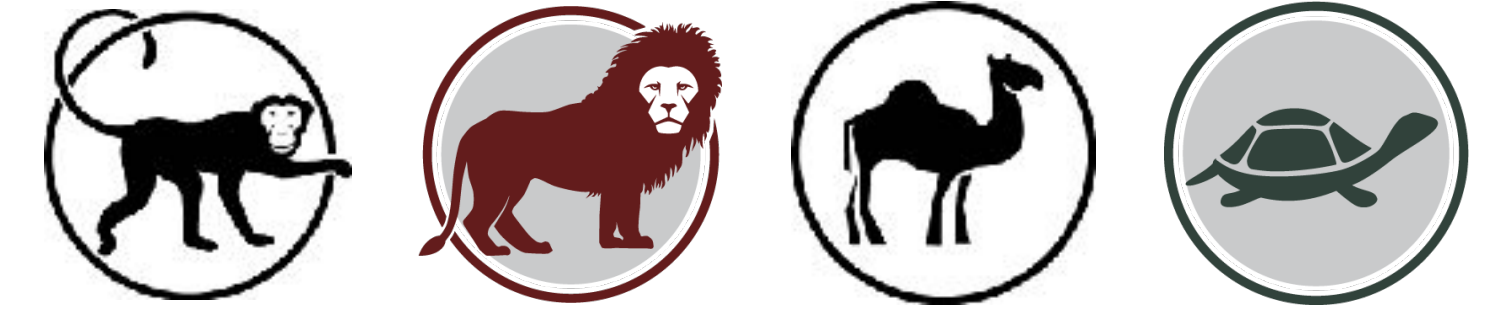
“I WILL DO THIS..”

“I WON’T DO THAT...”

“I NEED YOU TO DO...”

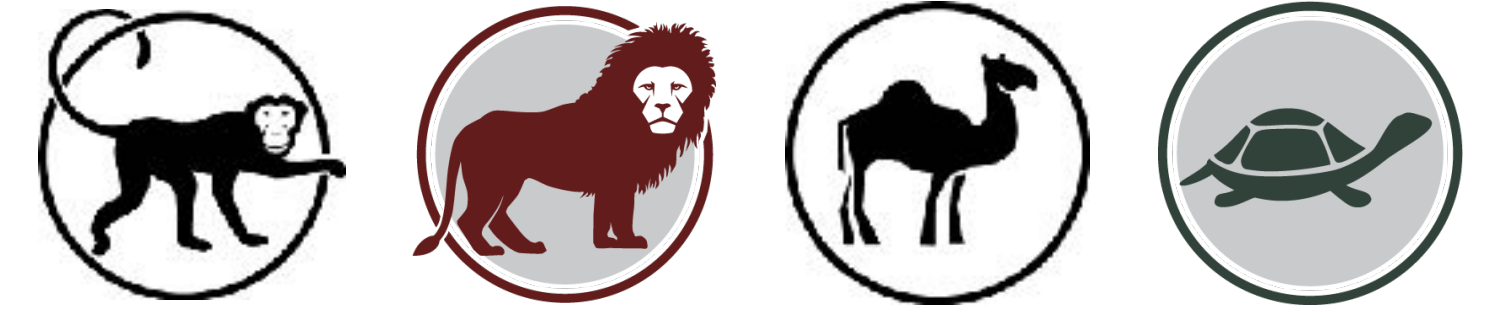


Turtles >> Lions



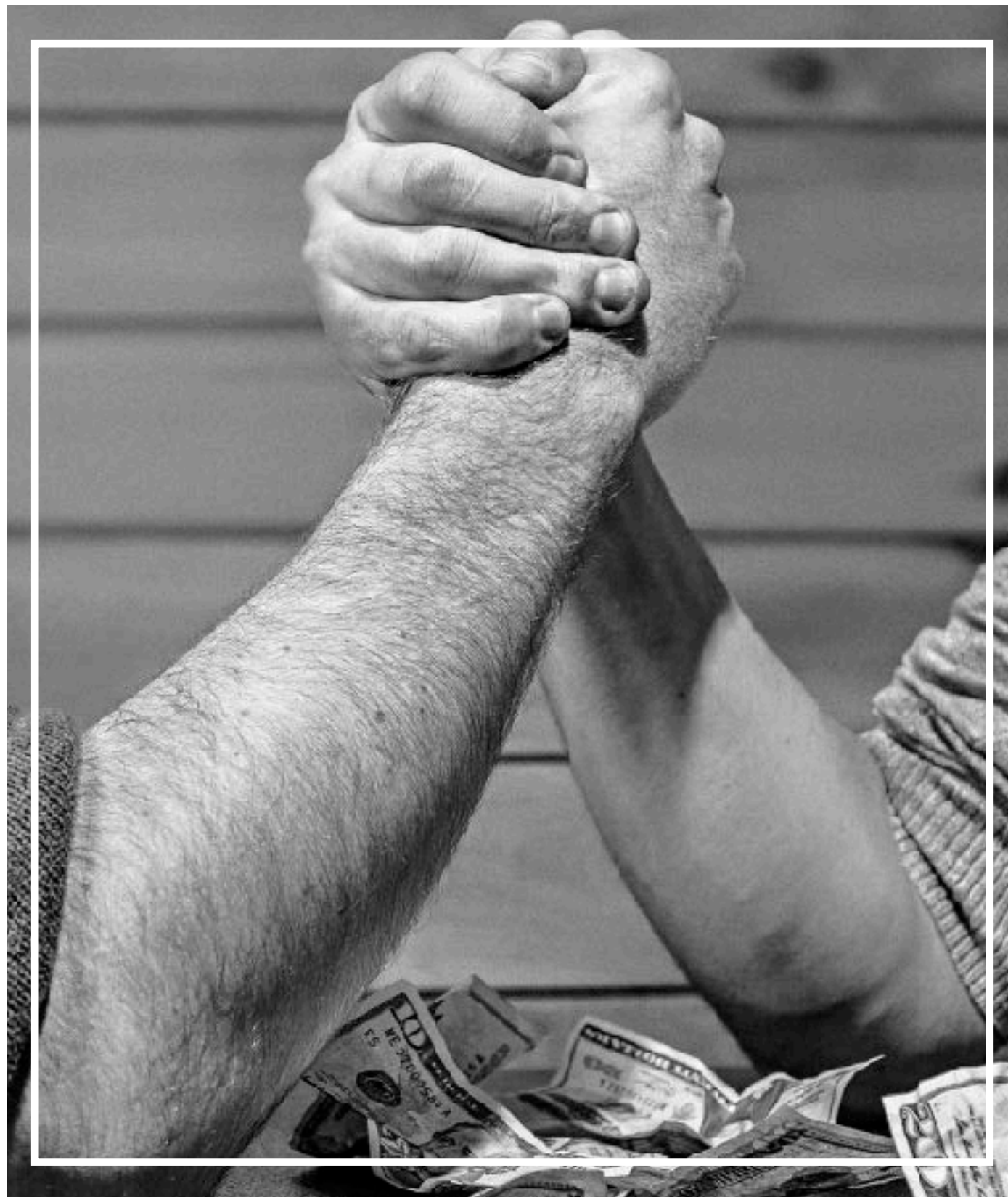
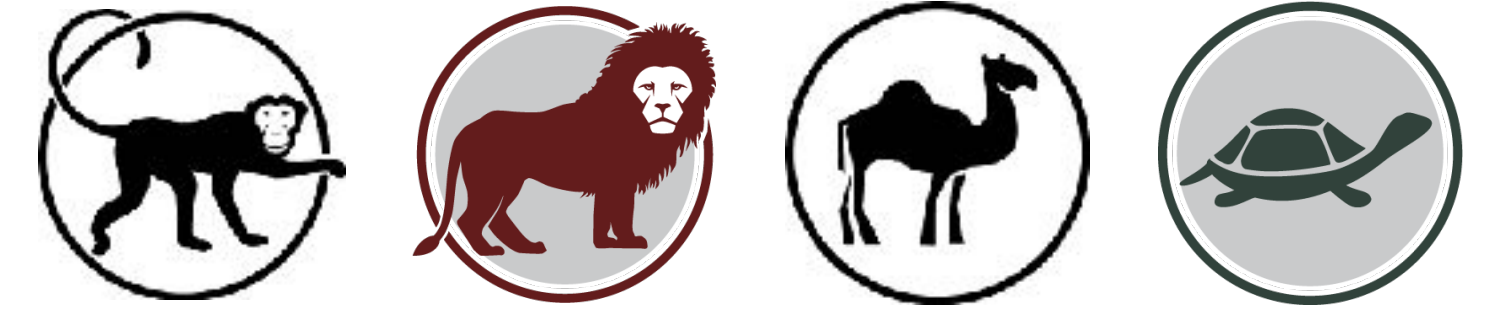
- ▶ Do not use passive language
- ▶ Do not be slow

Turtles >> Lions



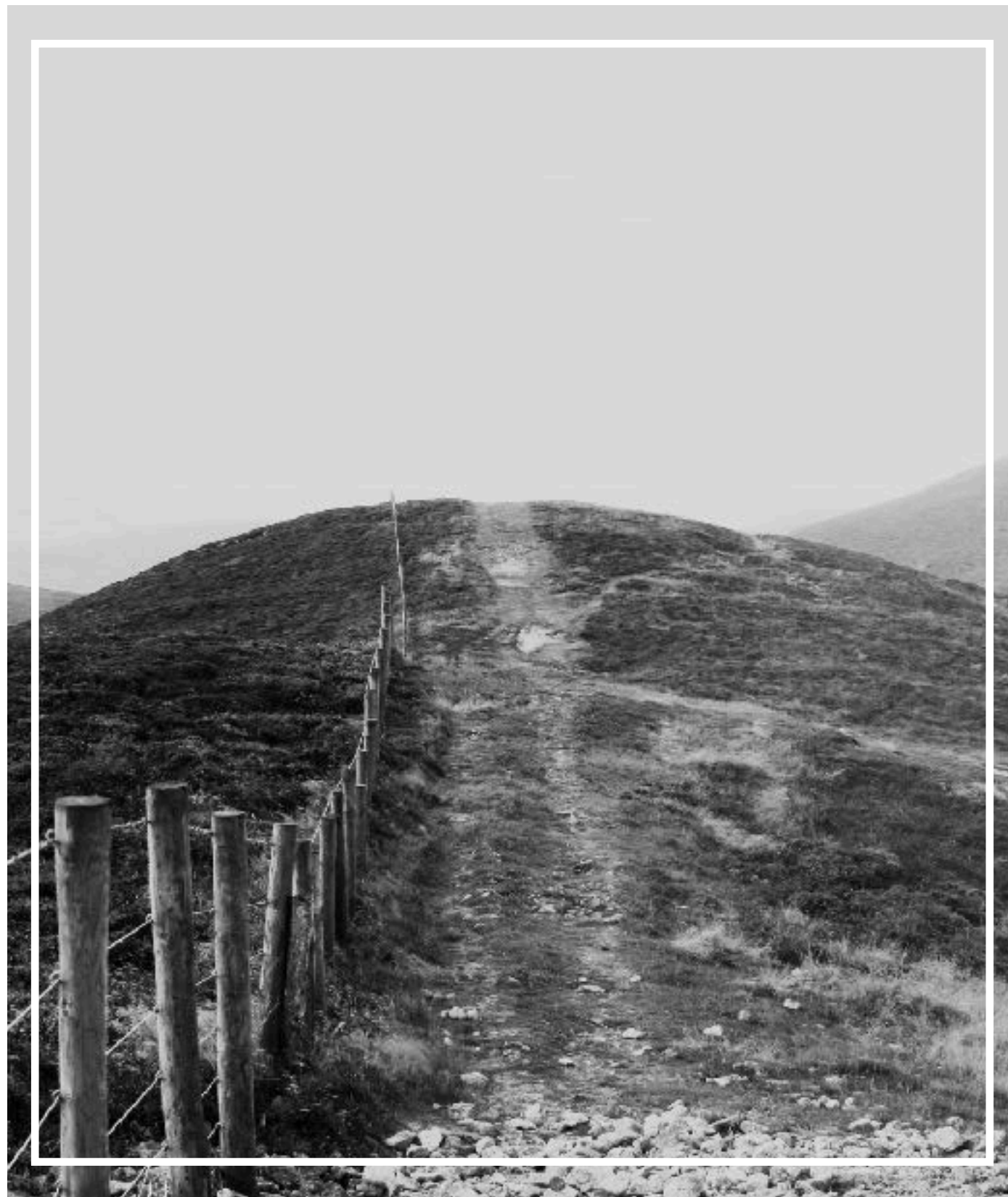
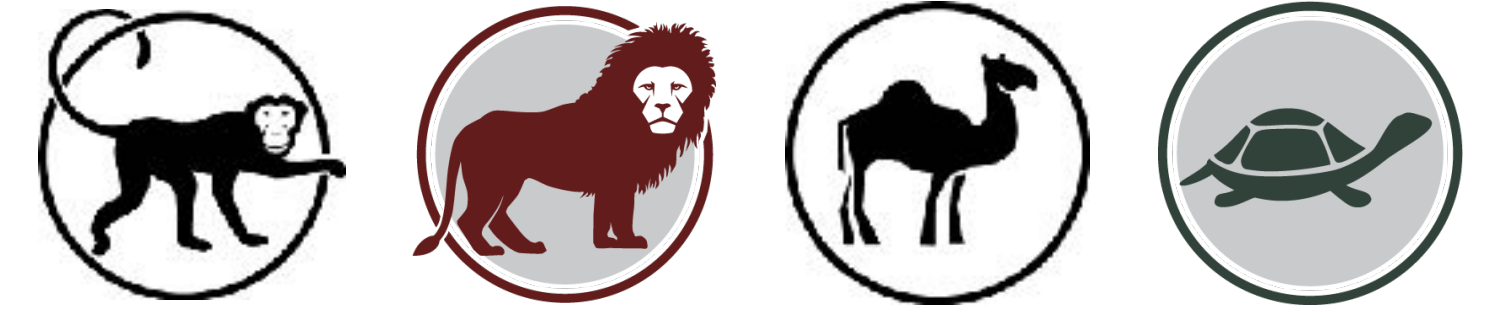
- ▶ Do not use passive language
- ▶ Do not be slow
- ▶ Stand your ground

Turtles >> Lions



- ▶ Do not use passive language
- ▶ Do not be slow
- ▶ Stand your ground
- ▶ You have to represent strength
- ▶ Use definitive language

Turtles >> Lions

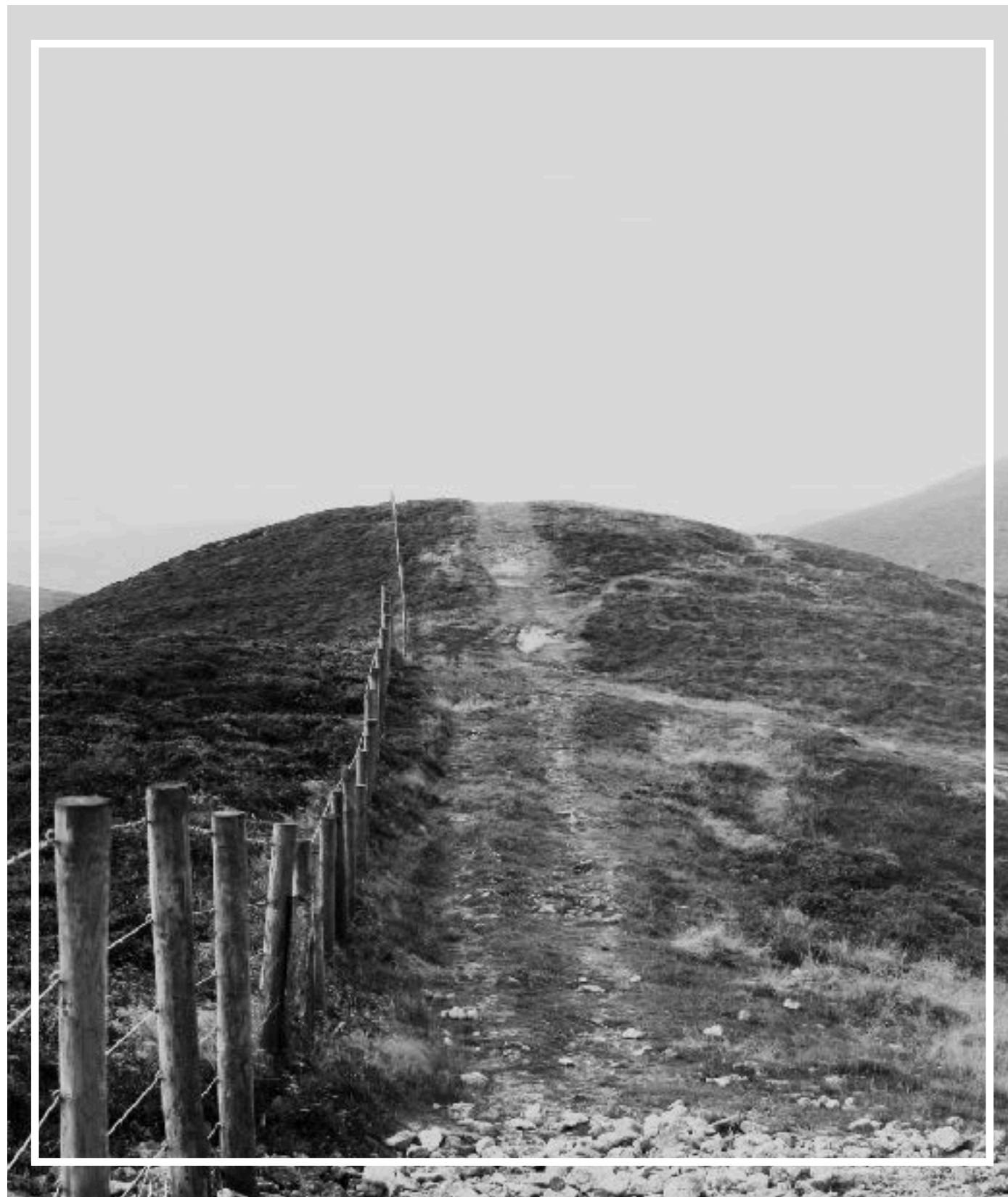
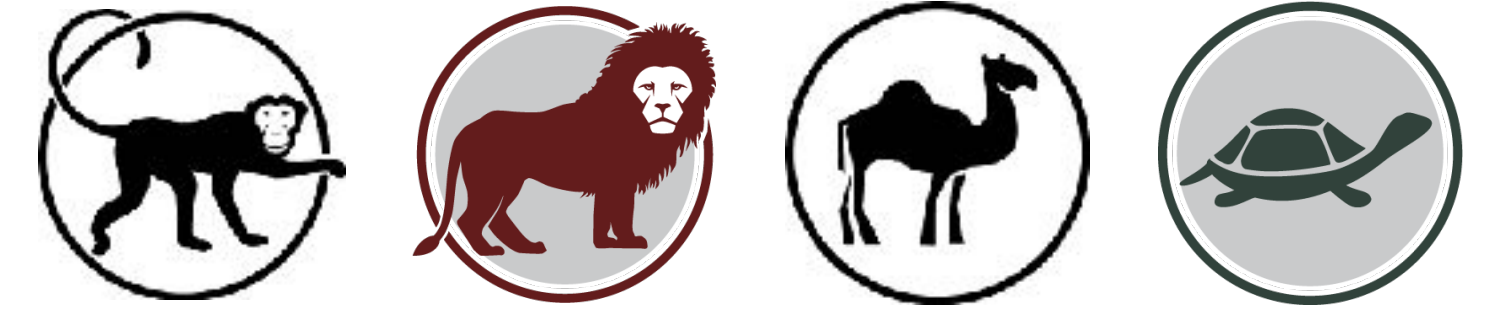


- ▶ Do not use passive language
- ▶ Do not be slow
- ▶ Stand your ground
- ▶ You have to represent strength
- ▶ Use definitive language
- ▶ Set strong boundaries



*Allow the Lion to be who they are,
but do not let them run over you.*

Turtles >> Lions

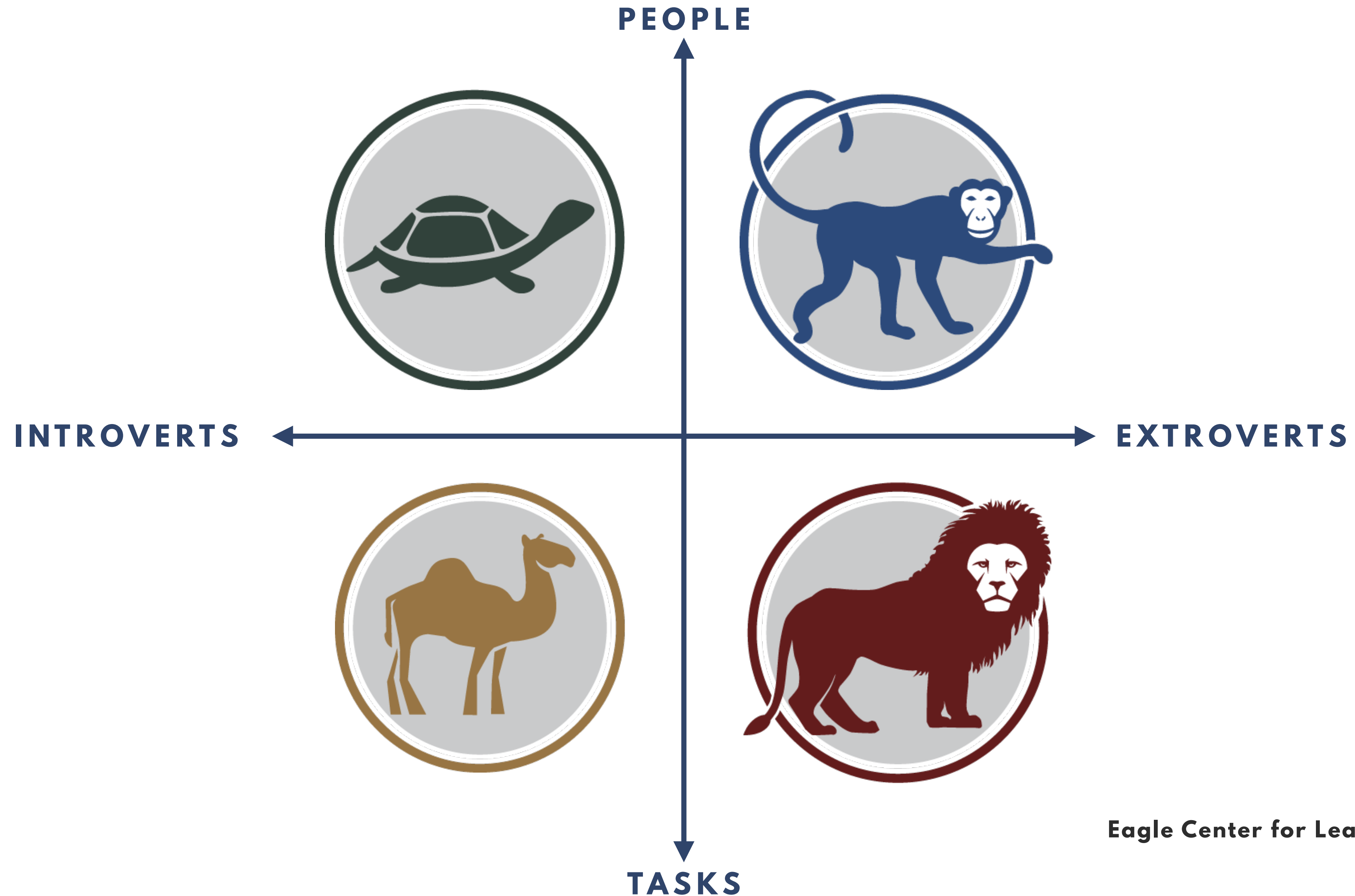


- ▶ Do not use passive language
- ▶ Do not be slow
- ▶ Stand your ground
- ▶ You have to represent strength
- ▶ Use definitive language
- ▶ Set strong boundaries

LEARNING ACTIVITY

- ▶ Based on who you are, which other personality types tend to drain your emotional energy?
- ▶ What are their names?
- ▶ How do you recharge your emotional energy?
- ▶ Note steps that you need to take each day—perhaps immediately after working with someone who drains you.

The Leadership Dance





Do you have
QUESTIONS?

