

ERAI Executive Conference

April 19th 2013



Quintessence

TRANSFORMATIONAL COACHING LLC

Taking your results beyond the stars!

Gaining Momentum Supply Chain Advancements in the Fight Against Counterfeits

Track 13 – 1:45 to 3:15 (90 minutes)

Credibility with Trust and Full Contact Communication Workshop

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Advanced Leadership Communications Development

Technical, Aerospace & Defense Industries

President and Founder Quintessence TC LLC

**Vice President Executive Coaching & Leadership Development in Organizations
with Newfield Network**

Credibility with Trust and Full Contact Communication

- ▶ Our Objective for the next 90 Minutes - Continuing beyond the General Session Lecture
 - ① Experience how our physical presence, language and emotional dispositions are a dynamic coherency
 - ② Learn about the Conversation for Action Model
 - ③ See an interpretation for building, maintaining and repairing trust



The Body of Leadership



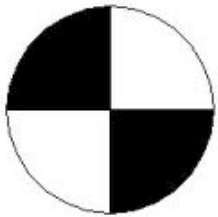
Open



Stable



Flexible



Resolute

Simplifying the Communication Challenge

Conversation for Action



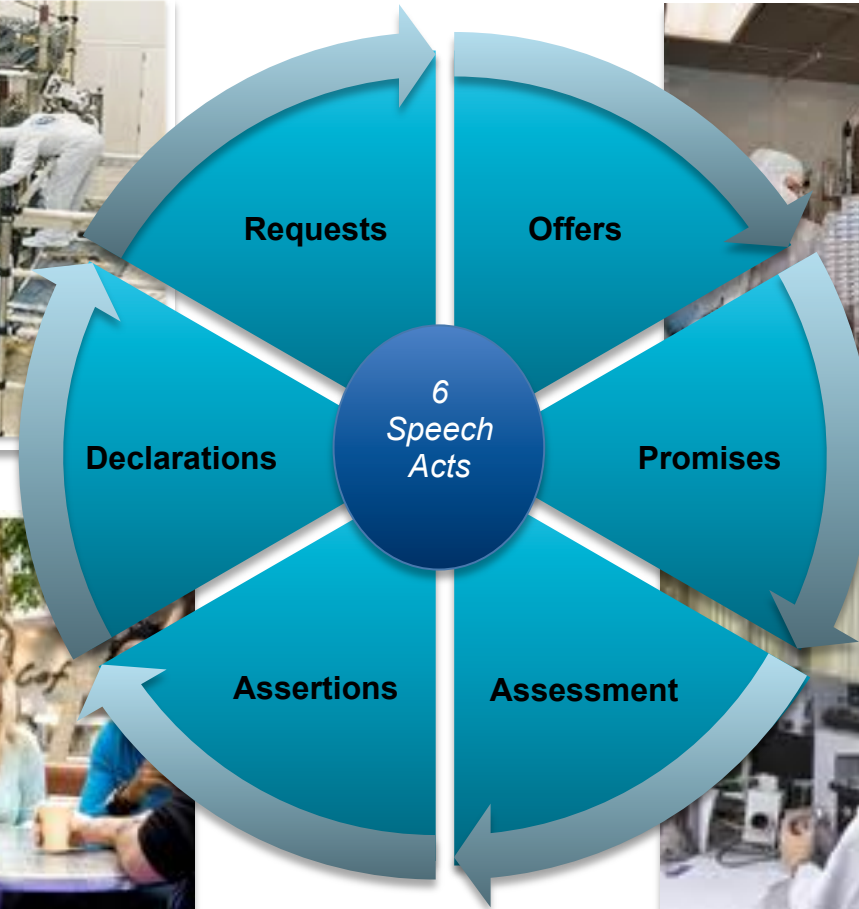
Conversation for Possibility



Conversation for Future Conversation



Conversation of Assessment



How We Ask For Support or Help

- ▶ Drama request
 - ▶ Logistical Request
 - ▶ Middle Man Request
 - ▶ Round About Request
 - ▶ Irresponsible Request
 - ▶ Special, Formal, Informal...
- ① Guess the Request
 - ② A Clear Request



Guess the Request Game

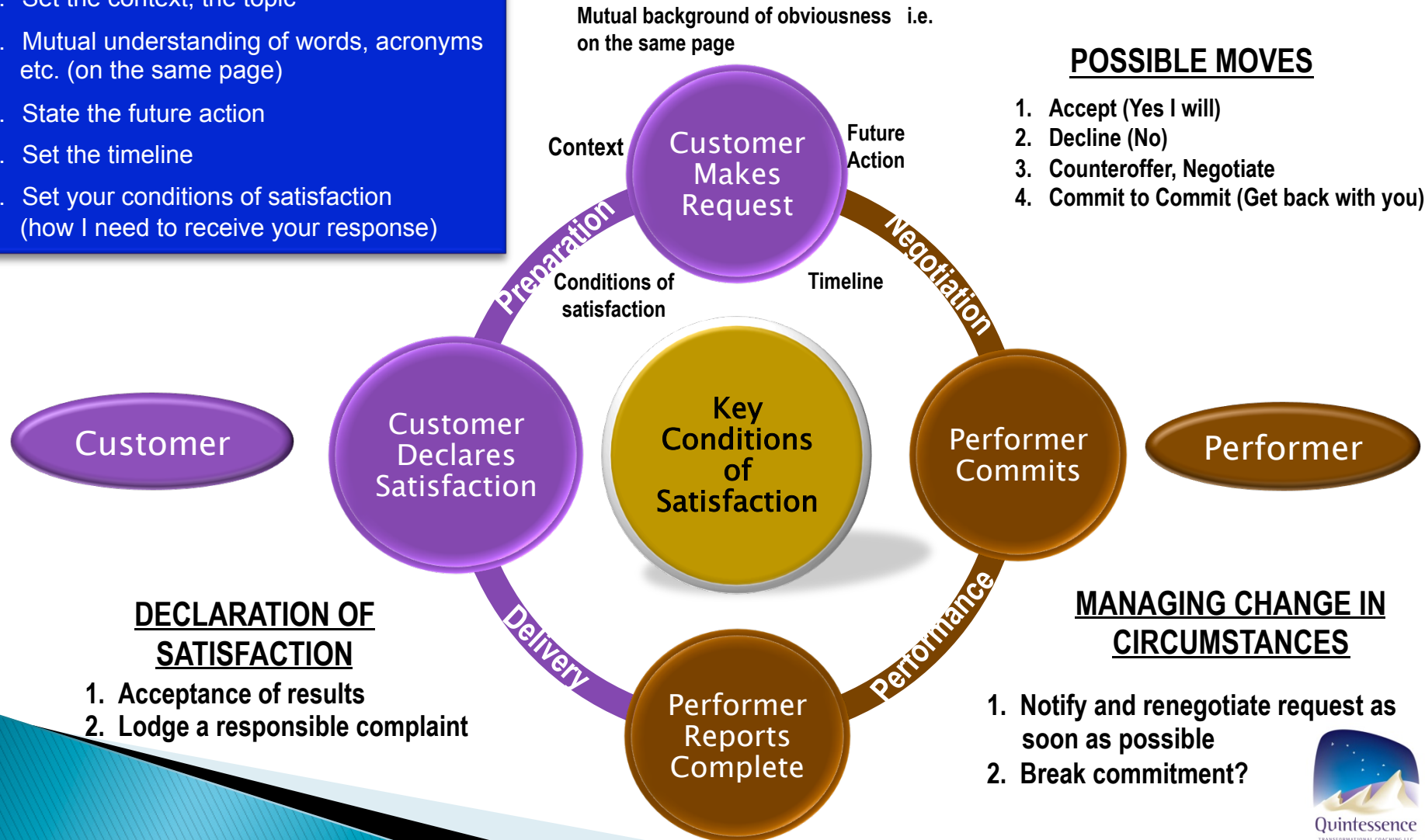
- ▶ 5 to 10 Minute Experience
- ▶ In pairs
- ▶ You receive this email message from your manager:
 - *Send me your '13 CI projects*
- ▶ Teams report out to the group



Clear Request Components

1. Committed Speaker
2. Committed Listener
3. Set the context, the topic
4. Mutual understanding of words, acronyms etc. (on the same page)
5. State the future action
6. Set the timeline
7. Set your conditions of satisfaction (how I need to receive your response)

The Conversation For Action Model



Another Example of a Poor Request

Hola Dan,

Thanks for your presentation yesterday and all the creativity that was put in to it! I am wondering if you can send us a list of promises and tasks you are responsible for that are not included in the proposed promises Bob and I put together. This will help us figure out what the role is and if there are any promises someone other else needs to take on.

Ideally we would have this by the end of this week to put something together by the Monday meeting.

Thanks again!



Learning to Understand Trust

- ▶ 3 Domains of trust to learn
- ▶ 2 Basic necessities
- ▶ 1/100 Emotions – The emotion that allows us to coordinate action
Jack Welch said “You know it when you feel it”
- ▶ 0 Without trust nothing happens, we stop working together, trust is a critical leadership competency, it is economic
- ▶ ∞ Possibilities are available with trust



A Voice From Our History

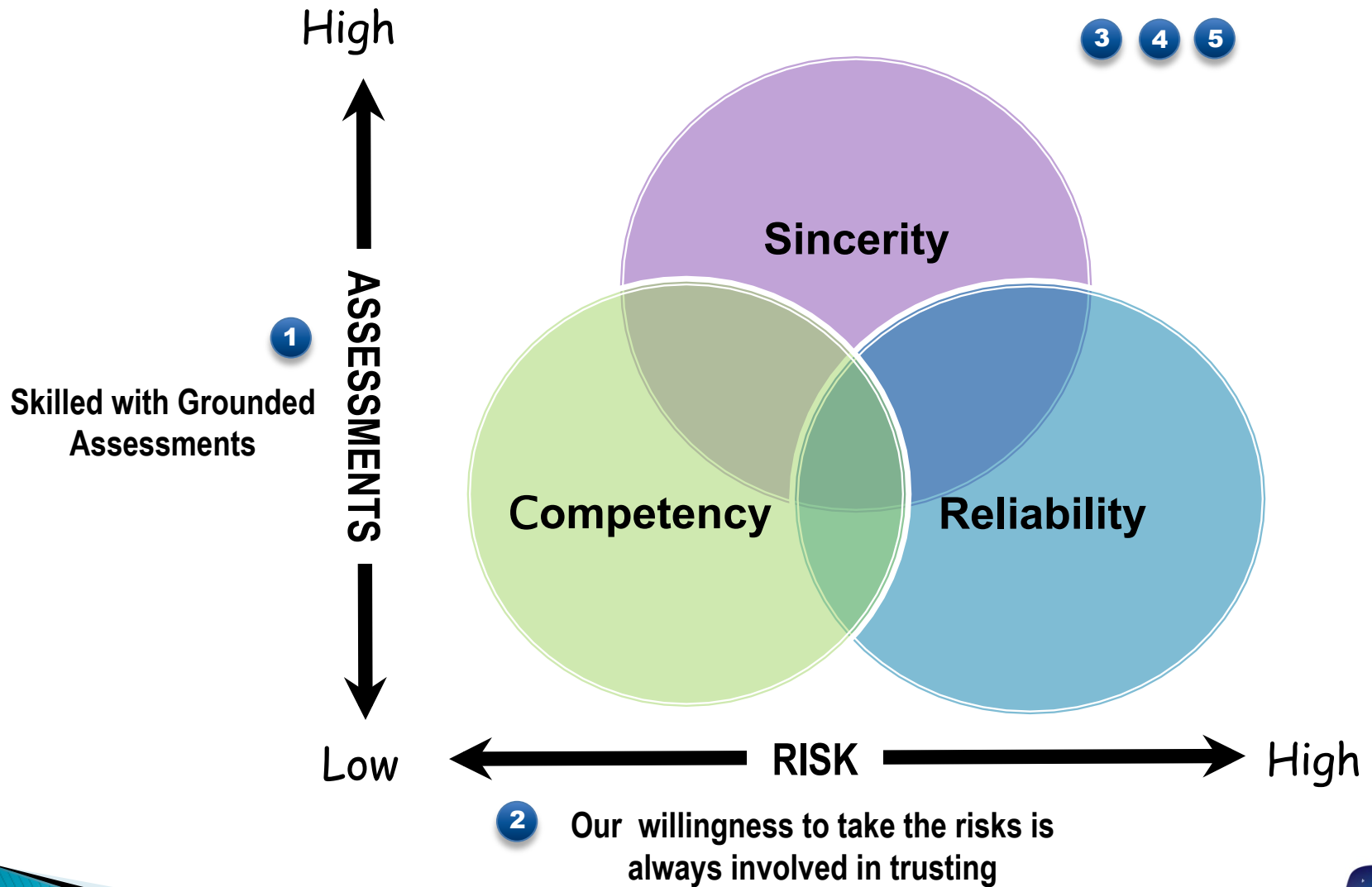


When asked about lessons learned

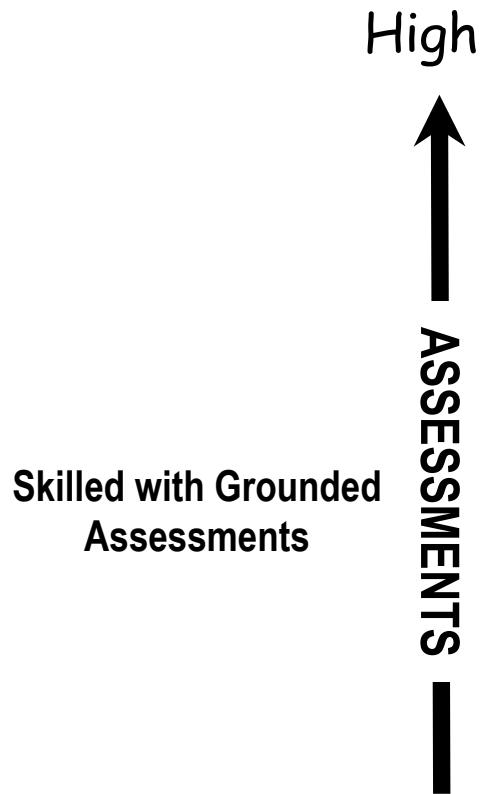
- ▶ “Anything you approach in life takes Leadership”
- ▶ “A strong set of values”
- ▶ “Requires a team”

- ▶ “When you have Leadership, a strong set of values and a team you have trust”
- ▶ “When you have trust you can literally accomplish anything”
- ▶ “You become a power house of people”
- ▶ “With a trusted power house you have chemistry”
- ▶ “Chemistry is the energizing force that binds you together in the tough times”

Five Elements of Trust



Moving to grounded assessments

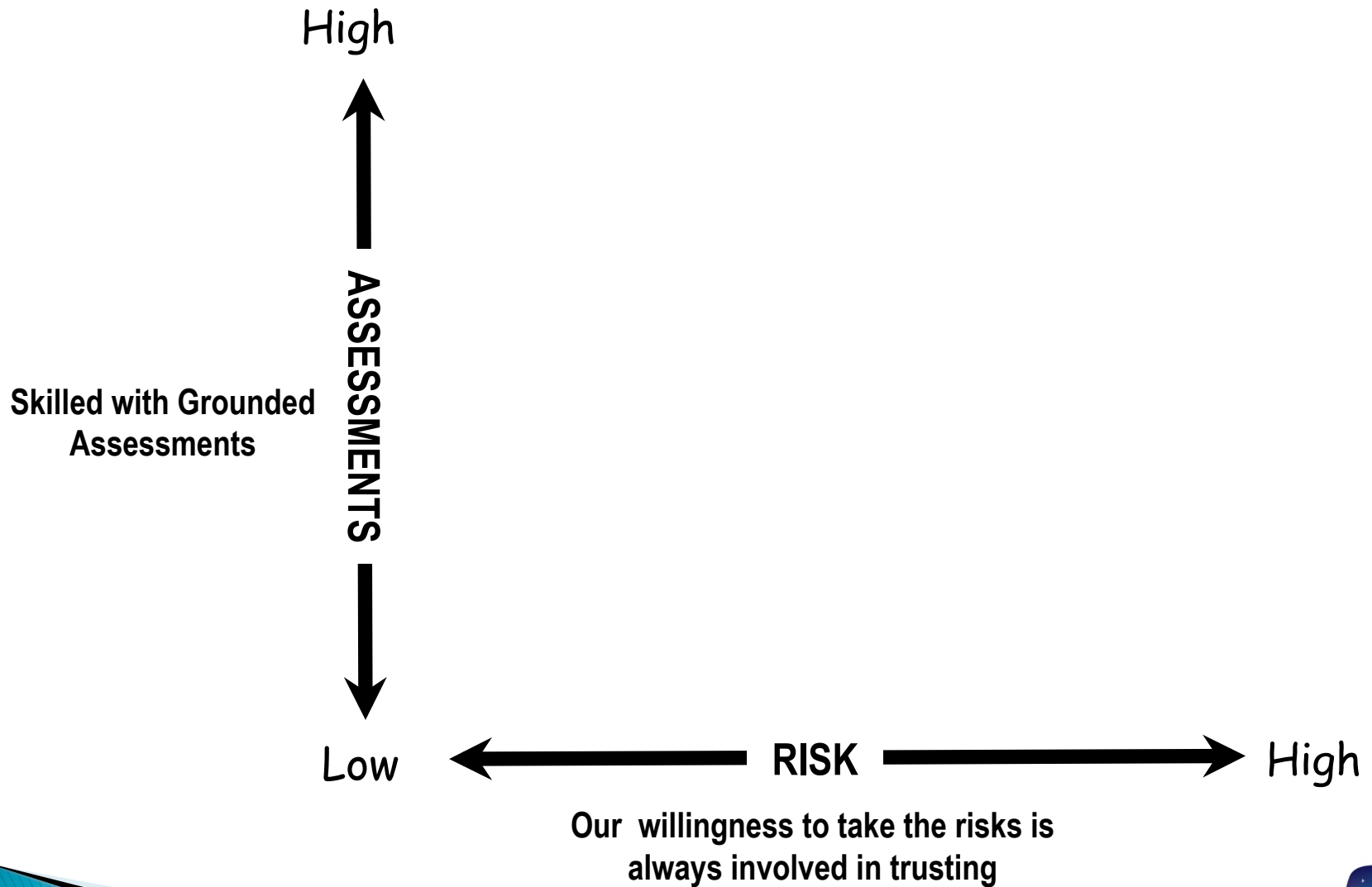


- Keeping assertions distinct and separate from assessments is critical

-
- Assertions live in the past or present
 - Assertions are either true or false

-
- Assessments live in the future
 - Assessments are never true or false
 - Grounded assessments are made with conscious awareness of standards and of assertions

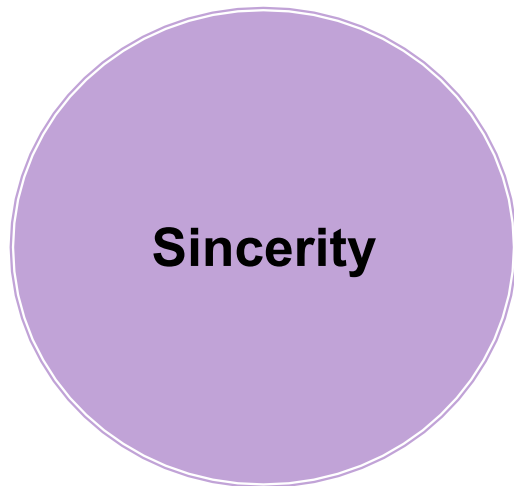
Adding in our ability to take risks





Reliability

- ✓ We are observed to be consistent with our behaviors, or in Six Sigma terminology, we have little variation with what people see, feel and hear from us.
- ✓ When someone makes a request and you are careful to ensure a shared frame of reference, shared work and concept understanding, that you know the expectations and assumptions, on-time or renegotiate early and often you establish yourself as trustworthy and reliable.



- ✓ Our inward and outward conversations are congruent, we speak with one voice regardless of our audience.
- ✓ When you make a special effort to clarify intentions and make commitments, you communicate your sincerity
- ✓ Complaining versus Venting, sincere leaders provide a place for both, at least a view is spoken

live from moon...
... the truth ?!?





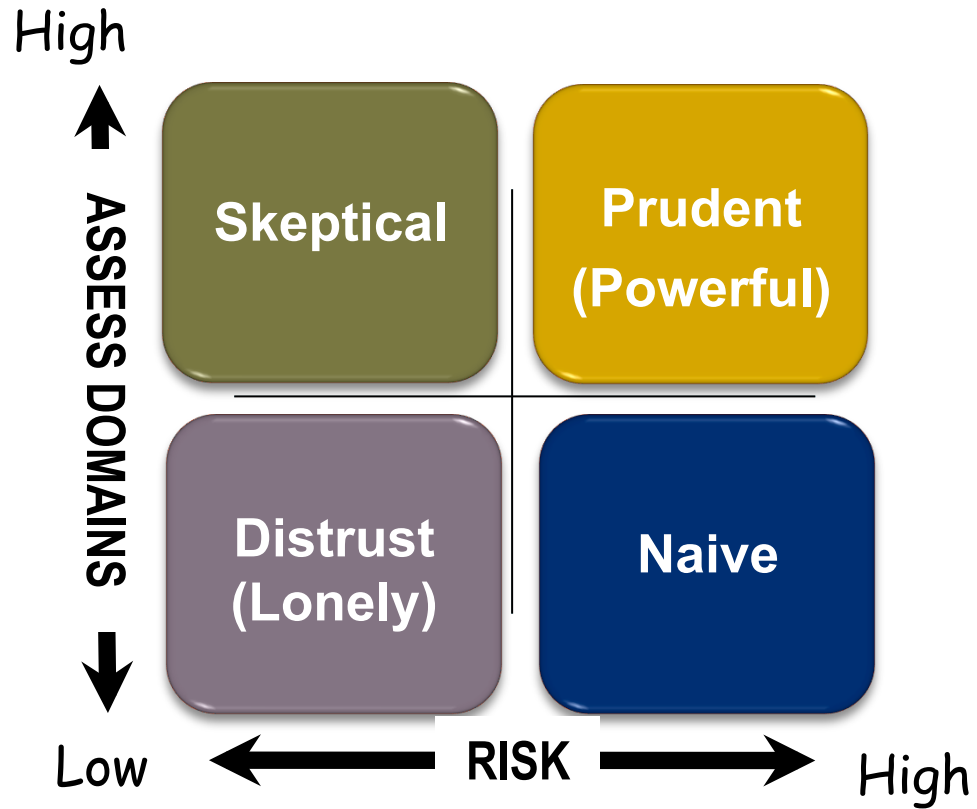
Competency

- ✓ In a competency based company, grant each other legitimacy of competency and go from there
- ✓ Will Rogers said; “Everybody is ignorant, only on different subjects”
- ✓ Move from not knowing into knowing with curiosity
- ✓ Get the person in the job where they are trained and experienced



How we trust

Competence, Sincerity and Reliability Domains.
Our ability to make well-grounded assessments



Our willingness to take the risks is always involved in trusting

When trust is lost



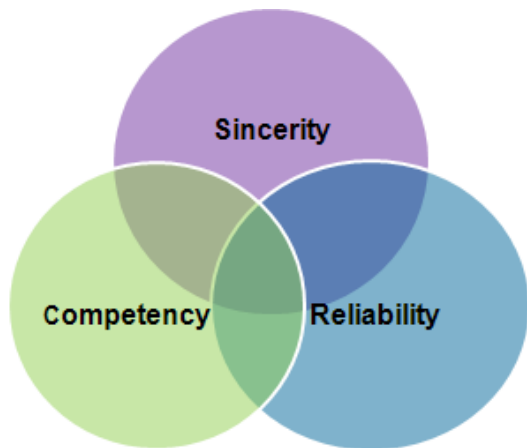
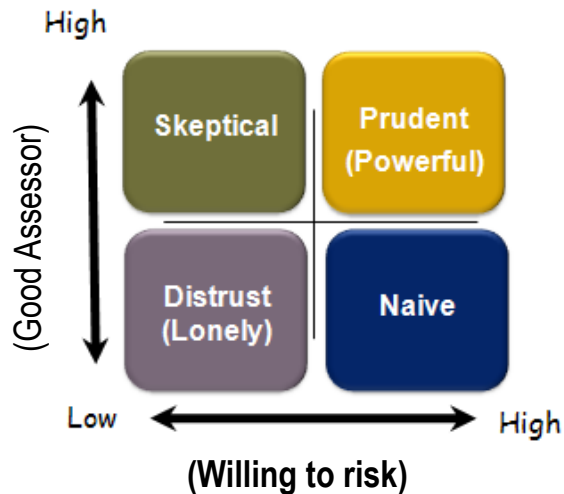


**The Reykjavík Summit 1986
to end the cold war**

When both sides agree to not trust

- Suspicion continues
- Skepticism continues
- Requires more oversight
- Demonstrates the parts of trust
- Events take longer and events continue

Synopsis of Trust



- Prudence has to do with making grounded assessments (connecting opinions to facts and having some conscious standard to judge against) coupled with a willingness to risk in certain situations.
- Distrust is an unwillingness to risk
- A key problem with distrust is that we often build walls of it, without even being aware we are doing so. We generalize where someone betrays us, and from that moment forward, we not only distrust them we distrust their organization.
- The mood is adopted or we confuse promises broken (everything to do with trust) with unspoken expectations not being met (which has nothing to do with trust)

How to Sustain This In Any Industry

- ▶ Get aligned, get an instructor, practice, progress, regress, repeat
- ▶ Notice what's in motion, the language, the somatics
- ▶ Don't do a workshop and stop
- ▶ Do a workshop followed with group and individual learning
- ▶ Work over 3 to 6 months with a closing workshop day finale



Additional Learning Opportunities

- Employee Engagement Program
- Engineering Conversations for Action
- Overwhelm and Managing Capacity
- Trust with Leadership Presence
- Tapping into those gut feelings
- Six Emotions of Leaders
- The Gift of Clarity

