




INTEGRIS
PERFORMANCE ADVISORS

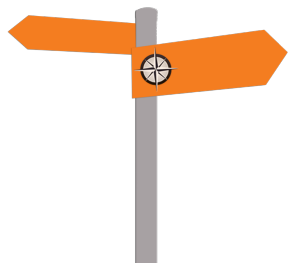
Success Starts with You!

Evans Kerrigan
Brett Cooper



Congratulations!

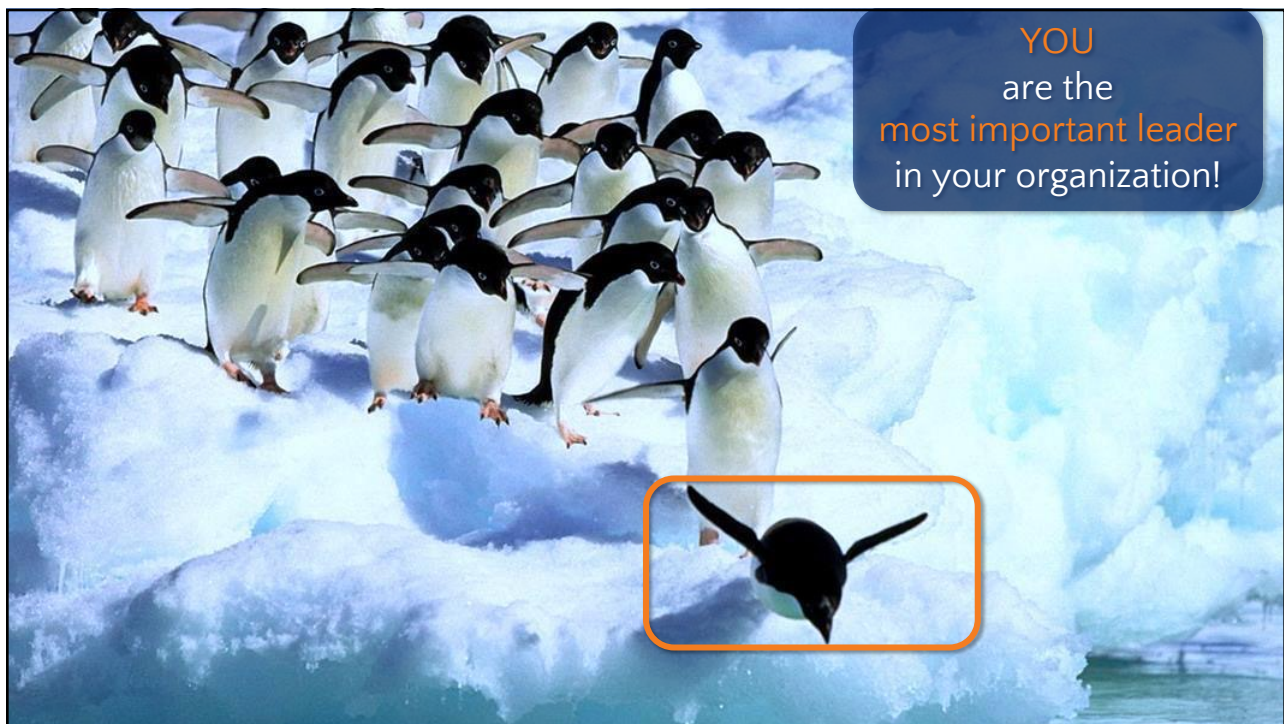
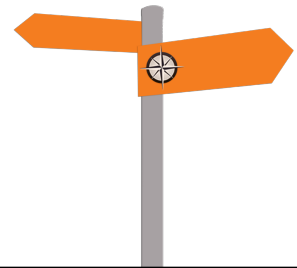
- You have a new team and new responsibilities
- What could go wrong?





A few of the Concerns we hear

- Finding your footing as the leader with people who were teammates till now
- Feeling pressure to succeed immediately
- Supporting instead of doing
- Working with people who are all different
- Figuring out your own leadership style
- Holding people accountable
- Sharing and receiving feedback
- Accomplishing work with limited resources





Challenge and Opportunity

Challenge is the crucible

It is also our opportunity for greatness

It's where we do our best and grow

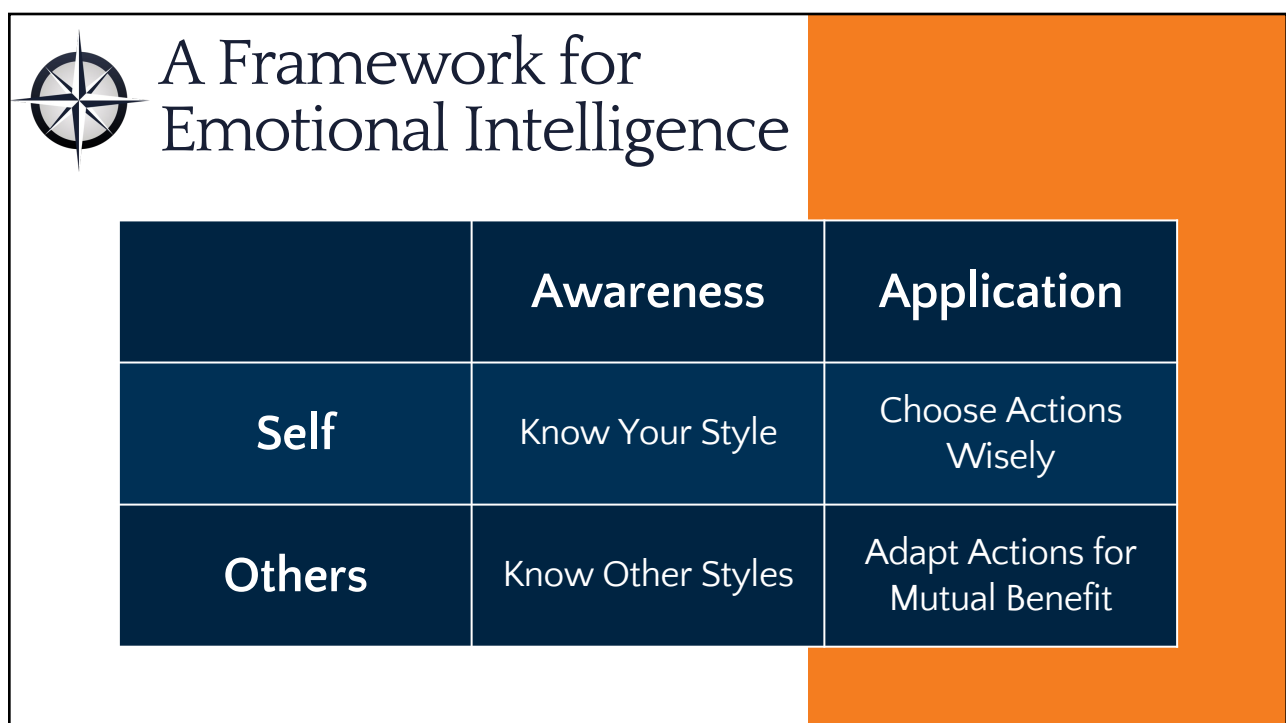
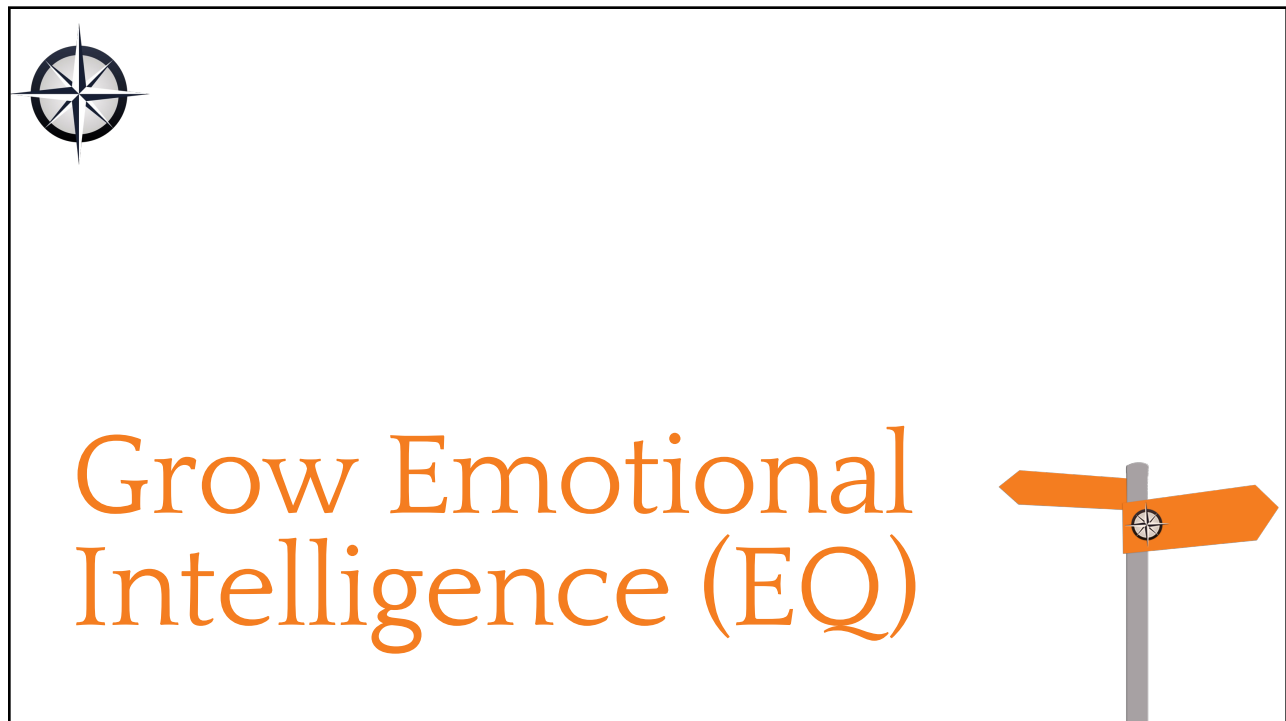





Stepping into the Challenge?



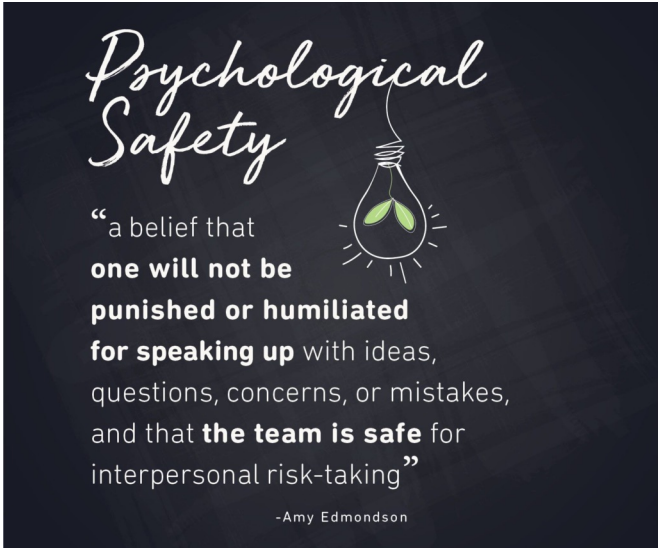









Psychological Safety



Psychological Safety

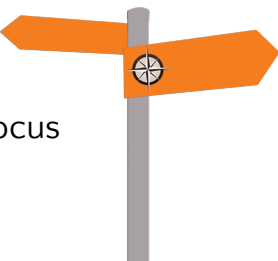
“a belief that **one will not be punished or humiliated for speaking up** with ideas, questions, concerns, or mistakes, and that **the team is safe** for interpersonal risk-taking”

-Amy Edmondson



Ideas for building this with Your Team

1. Frame the work to focus on what we can learn
 - Growth mindset
 - We face new challenges by learning
 - We all need to be willing to grow and change to meet new challenges
2. Acknowledge your own challenges
 - Model that it is okay to discuss what we struggle with
 - Sharing your vulnerability shows others it is ok
3. Be curious and let others see it
 - Curiosity over judgement demonstrates the learning focus
4. It's not safety or accountability, It takes both







Intention and Presence

We often hear that we need to be present with others

- What does that look like?
- What are you doing?

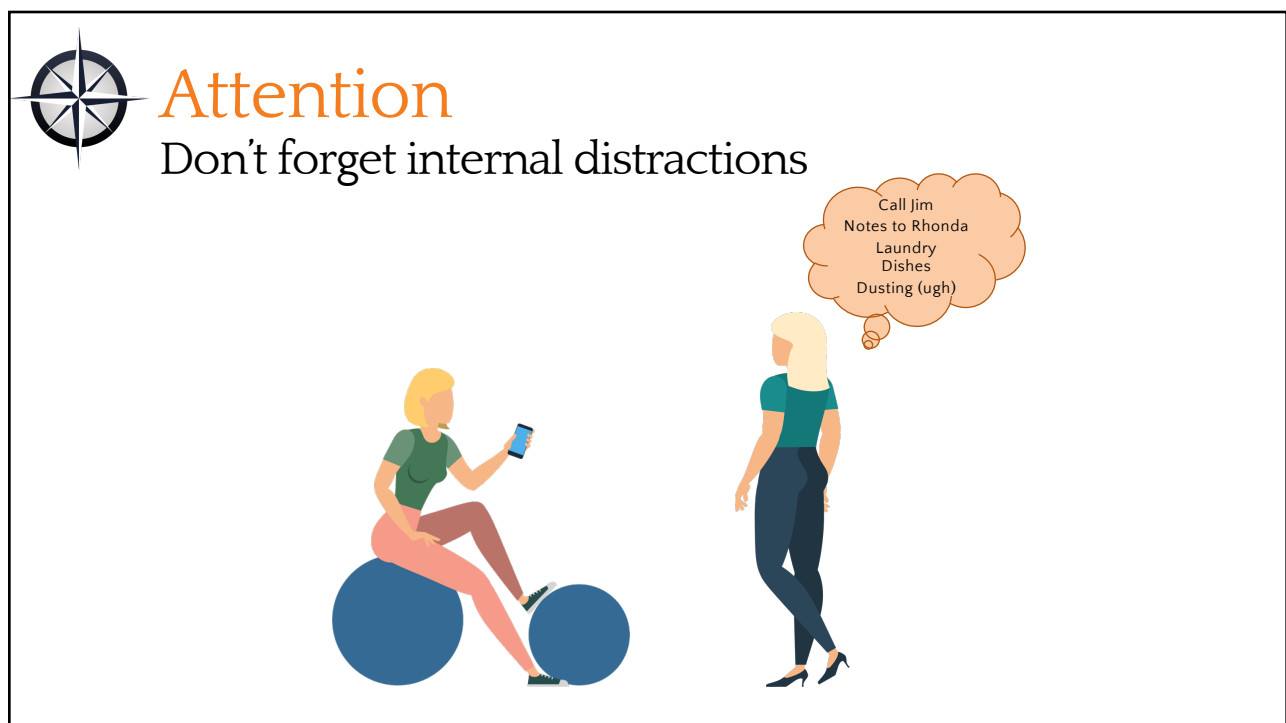


ACE Listening

A – Attention

C – Curiosity

E – Engagement





Curiosity

The mindset to listen to learn,
not judge

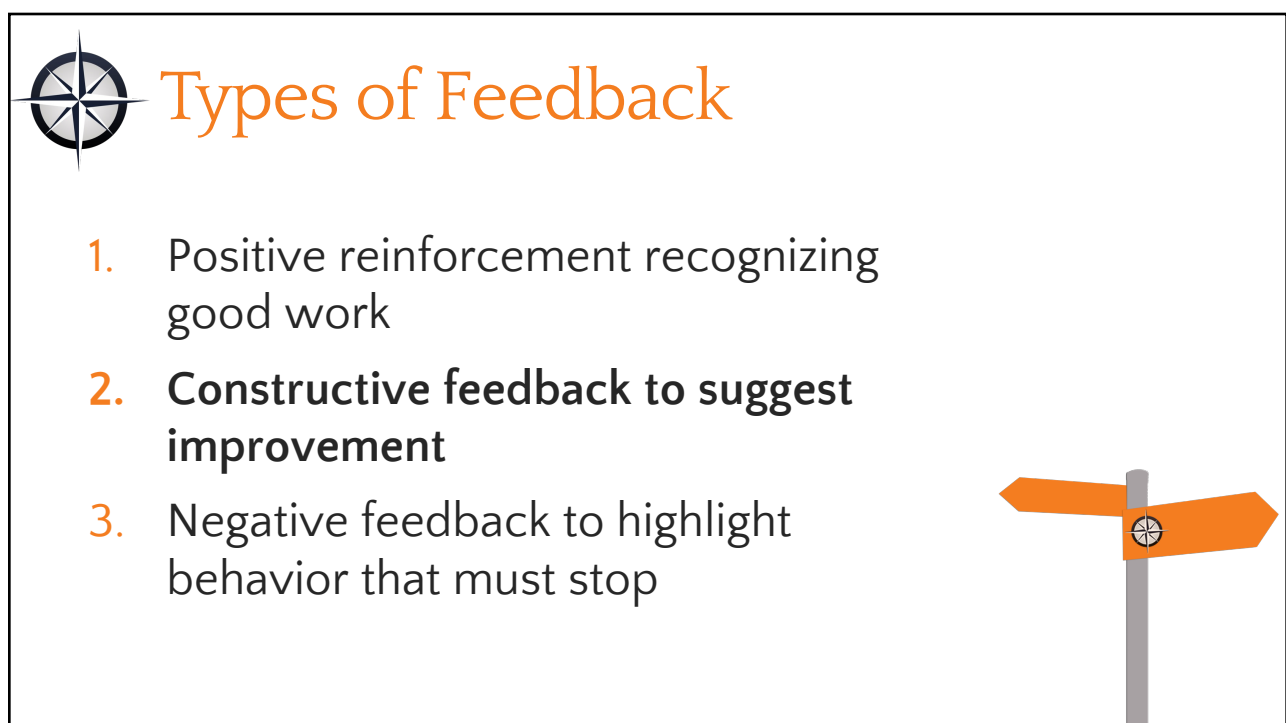
Viewing content and context
for clues



Engagement

Open ended questions

Checking for understanding





Structure Helps

1. Situation – Describe the situation specifically, when and where is occurred
2. Behavior – Describe the observed behavior, don't assume you know what the other person was thinking
3. Impact – Describe what you thought or felt in reaction to the behavior

--SBI -- from Center for Creative Leadership



Do's and Don'ts

Don't	Do
In that meeting you	During Thursday's team meeting at 11 you
...were rude and disrespectful	...interrupted me while I was presenting my recommendation on a new product
....and you made me look like an idiot!and it broke my train of thought at a critical moment, which made it harder for me to "stick my landing".



Use Inquiry to Solve Together

Curious, open-ended and open-minded questions

“How do you remember the interaction?”

“What was happening for you at the moment?”

“How can we agree to handle situations like that in the future for better success?”



A Positive/Growth Mindset

- I'm helping this person
- This will support their growth
- Withholding this information is not in their best interest
- I care about the person
- My positive intent for the conversation is ...
- I've prepared and feel confident
- Focus on their most positive and redeeming qualities
- This will be helpful





Prepare and Practice

- Plan your feedback
- Practice the delivery
- State the issue clearly and directly
- Be specific
- Avoid “stories” or projecting motivation
- Keep a neutral, balanced tone
- Consider “SBI” or “SBII”



In the Virtual World

- Feedback is more important and requires more skill and empathy
- Less anecdotal, informal and natural feedback is available
- Many people are anxious, vulnerable and fearful
- Connections have been eroded
- If you’re a leader, you are a lifeline
- Look for the opportunities to use feedback to build your people





Success Starts with You!

To be released in early 2023.

An opportunity to receive a
free ebook after the release.



Thank You

SolvingThePeopleProblem.com

Questions?

Comments?

