


# Humans are complicated!

Remember: Behavior is

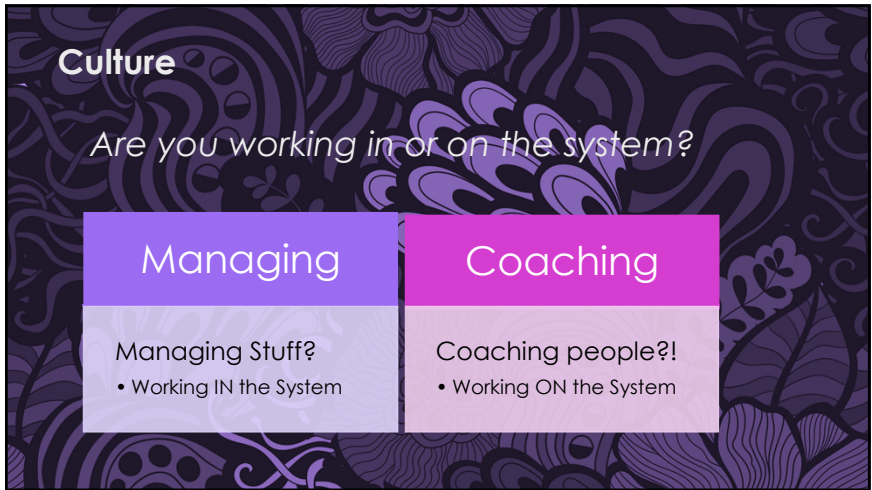
- Multi-faceted
- Multi-functional
- Multi-dimensional
- Multi-emotional



# Culture

Are you working in or on the system?

<h2>Managing</h2> <p>Managing Stuff? • Working IN the System</p>	<h2>Coaching</h2> <p>Coaching people?! • Working ON the System</p>
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# Two of the most important leadership attributes:


- Understanding Human Behavior**
  - Your own & teams/people
- Communicating**
  - Clarity, Alignment, & Purpose



# How do you keep a team warm?

**H.E.A.T.**

- H** – How are YOU doing? How are you really?
- E** – What are your expectations for today/this week?
- A** – Appreciation, Acknowledgement, Accountability
- I** – Together we'll get through this.



## Language – The power of tense

- ▶ Past
  - ▶ Victim, Blame, Fighting, Reality
- ▶ Present
  - ▶ Tribes, Divisive, Us v. Them
- ▶ Future
  - ▶ Solution focused, optimism, opportunistic

*Flip it to the future... What is **YOUR** role in making this better?*







## Communication

- Public praise, private critique
- Verify to clarify
- I think, I feel, I believe...
- I want, you want, we could (non negotiables)

## Ask Questions!

- Demonstrates interest and caring.
- Shifts the attention away from you.
- Spurs learning and the exchange of ideas.
- Provides the foundation for building trust.
- Creates opportunity for self-reflection.
- Uncovers desire and willingness to change.

## Choices!

-  How do you transform your life?
-  Choice by Choice.
-  Empower through choices. Bacon? Veggies?
-  One step, next step, then another
-  There is more than one right answer!
-  You could be right...



## Three Questions for Your Team

Where is the bus going?

What is Expected  
(Are you aligned?)

What value do I/we bring?

Ask noticing & connecting questions.

Relate. Explain. Feel.

Ask questions for people to open up!

Make people feel comfortable.

**Build trust, transparency, rapport.**

## Be intentional.

- ▶ Intentional relationships
- ▶ Shared ground rules for engagement
- ▶ Accountability Partners
- ▶ NAMES.
- ▶ Alignment



- ▶ Decision-Making Power
- ▶ Black & White
- ▶ Brilliant. BE BRILLIANT.
- ▶ Leave people bigger than their problem.
- ▶ Consistent habits
- ▶ What depletes you?

- ▶ What three things would you need to do to start your live at a level 10?

Live a  
Level 10  
Life

## Further Resources

### *Atomic Habits (James Clear)*

- The most successful people have the first three hours of their day planned.

### *The Miracle Morning (Hal Elrod)*

- There are five things that you should do every morning that will change your life.

### *The Five AM Club (Sharma)*

- Get physical.