INNOVATORS IN EDUCATION

BUILDING CAPACITY IN YOUR TEAM – ONE BY ONE
OUTCOMES

▪ Understand the foundational principles of trust
▪ Understand how to identify and leverage employee strengths
▪ Understand why clear expectations and feedback improve performance
▪ Understand the leader, as coach, is a mediator of thinking.
AGENDA

- Welcome
- Establishing Trust
- Discovering Individual Strengths
- Monitoring Performance
- Empowering Others
If you don’t know where you are going, any road will get you there.  Carroll
EMPOWERING EMPLOYEES

TRUST

STRENGTHS

EXPECTATIONS

FEEDBACK
ESTABLISHING TRUST
THREE TYPES OF TRUST

1. Organic
2. Contractual
3. Relational
THREE TYPES OF TRUST

1. Organic

2. Contractual

3. Relational
RELATIONAL TRUST
RELATIONAL TRUST

- Beliefs and Behaviors
RELATIONAL TRUST

- Beliefs and Behaviors

Is what I see align with what you say?
RELATIONAL TRUST

- Beliefs and Behaviors

- Expectations Validated

Is what I see consistent with what you say?
What are your motives and intentions?

RELATIONAL TRUST

- Beliefs and Behaviors
- Expectations Validated
- Criteria for Judgments Expanded
RELATIONAL TRUST

TRUST

but verify

-Ronald Reagan
AGENDA

- Welcome
- Establishing Trust
- Discovering Individual Strengths
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- Empowering Others
DISCOVERING STRENGTHS
"Actually, we were looking for someone who could think outside the box."
...IF THE SHOE FITS
“People have several times more potential for growth when they invest energy in developing their strengths instead of correcting their deficiencies.”
IDENTIFYING STRENGTHS
This is too much
THE SECRET SAUCE

Talent x Investment = Growth
AGENDA

- Welcome
- Establishing Trust
- Discovering Individual Strengths
- Monitoring Performance
- Empowering Others
MONITORING PERFORMANCE
MONITORING PERFORMANCE

Clear Expectations

Feedback

Peak Performance
MONITORING PERFORMANCE

- Clear Expectations
- Feedback

Unpredictable Performance
MONITORING PERFORMANCE

Clear Expectations

Feedback

Stagnant Performance
DEFINING EXPECTATIONS

MY EXPECTATIONS JUST GET LOWER AND LOWER.
DEFINING EXPECTATIONS

MY EXPECTATIONS JUST GET LOWER AND LOWER.

THAT'S GREAT!
DEFINING EXPECTATIONS

MY EXPECTATIONS JUST GET LOWER AND LOWER.

THAT'S GREAT!

EVENTUALLY I'LL BE ABLE TO MEET ALL OF THEM!
DEFINING EXPECTATIONS
DEFINING EXPECTATIONS

STRENGTHS
PROVIDING FEEDBACK
PROVIDING FEEDBACK

1. Be aware of safety
PROVIDING FEEDBACK

1. Be aware of safety

2. Be positive

GOOD JOB
PROVIDING FEEDBACK

1. Be aware of safety
2. Be positive
3. Be specific

Here’s What
So What
Now What
PROVIDING FEEDBACK

1. Be aware of safety
2. Be positive
3. Be specific
4. Be immediate
PROVIDING FEEDBACK

1. Be aware of safety
2. Be positive
3. Be specific
4. Be immediate
5. Be firm and fair
AGENDA

- Welcome
- Establishing Trust
- Discovering Individual Strengths
- Monitoring Performance
- Empowering Others
EMPOWERING OTHERS
EMPOWERING OTHERS

-verb-
To give power or authority to;
To enable or permit
PARAPHRASE

1. Attend fully
PARAPHRASE

1. Attend fully

2. Listen with the intention to understand
1. Attend fully

2. Listen with the intention to understand

“There is a difference between listening and waiting your turn to speak.”  Simon Sinek
PARAPHRASE

1. Attend fully

2. Listen with the intention to understand

3. Capture the *essence* of the message
PARAPHRASE

1. Attend fully

2. Listen with the intention to understand

3. Capture the *essence* of the message

4. Reflect the *essence* of voice tone and gestures
PARAPHRASE

1. Attend fully
2. Listen with the intention to understand
3. Capture the essence of the message
4. Reflect the essence of voice tone and gestures
5. Make the paraphrase shorter than the original statement
PARAPHRASE

1. Attend fully
2. Listen with the intention to understand
3. Capture the *essence* of the message
4. Reflect the *essence* of voice tone and gestures
5. Make the paraphrase shorter than the original statement
6. Paraphrase before asking a question
PARAPHRASE

1. Attend fully
2. Listen with the intention to understand
3. Capture the *essence* of the message
4. Reflect the *essence* of voice tone and gestures
5. Make the paraphrase shorter than the original statement
6. Paraphrase before asking a question
7. Use the pronoun “you” instead of “I”
THE POWER OF THE QUESTION

This

That
What were you thinking when you did that?

In what ways did your decision support your long-term goals?
What might be some of the unintended consequences of your choices?

Is this really how you want things to go?
What do you think Mrs. Jones might need from you right now in order to be successful?

What happens when you lose your cool with Mrs. Jones?
THE POWER OF THE QUESTION

- Invitational
- Exploratory and tentative
- Positive Presupposition
- Open ended