



Elevate Your
Workplace
Webinar
Series

“Mastering What Truly Drives Best-in-Class Workforce”



November 20, 2024

January 16, 2025

March 19, 2025

May 14, 2025

Authentic Leadership & Trust: Building Connections for Lasting Success

Presented By:

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- Kim Salber, HR Business Partner
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Note: All tools shown are from the Trust Edge Leadership Institute. All data shown is from the Trust Outlook® Polls and Surveys.



Learn more about PCI by scanning the QR Code





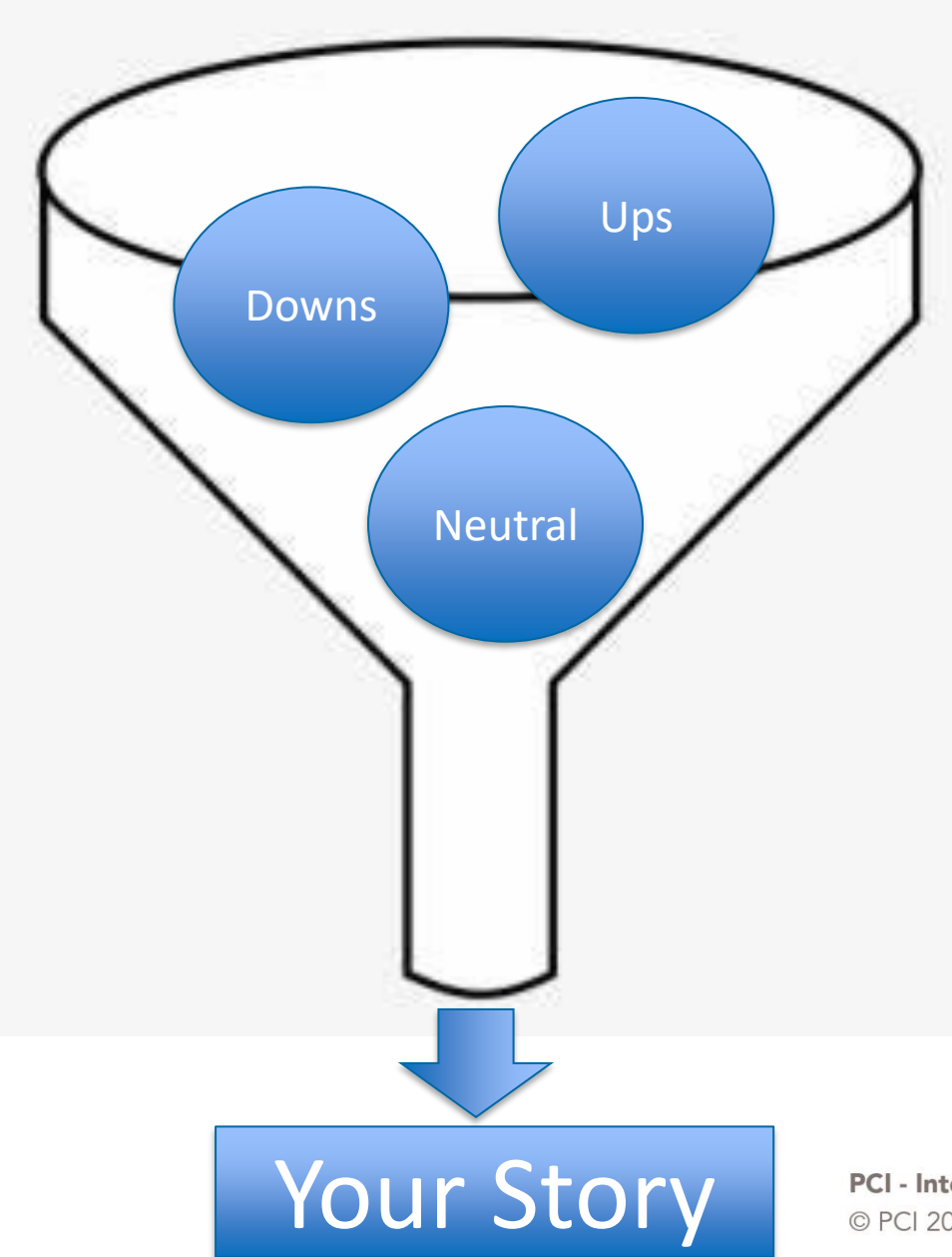




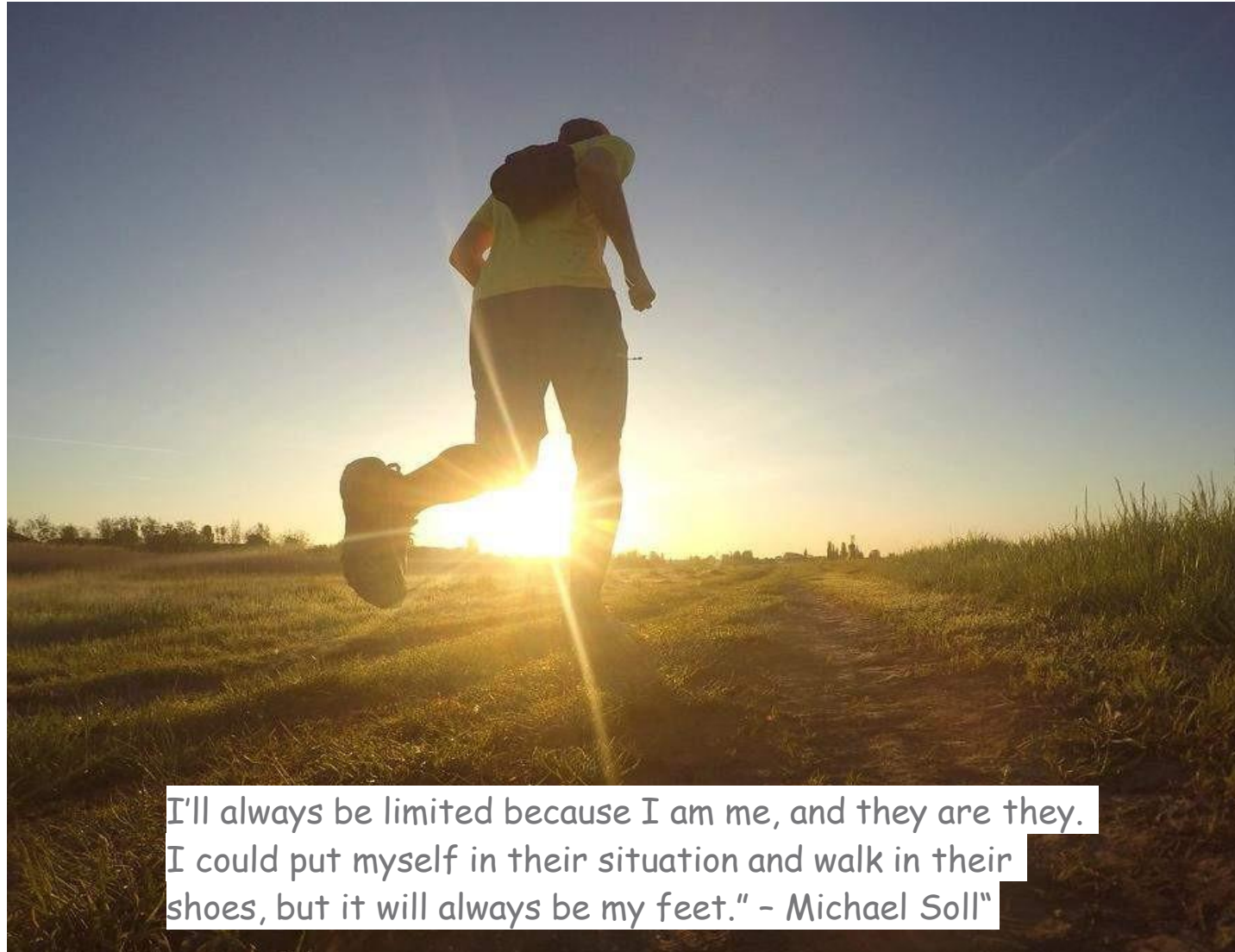
**EVERYONE
HAS A
STORY**



Everyone Has a Story



Everyone Has a Story



I'll always be limited because I am me, and they are they. I could put myself in their situation and walk in their shoes, but it will always be my feet." - Michael Soll"

QUESTION: Trust and Sending an E-mail



Why Does Trust Matter More Now Than Ever?



Connection

Why Does Trust Matter More Now Than Ever?



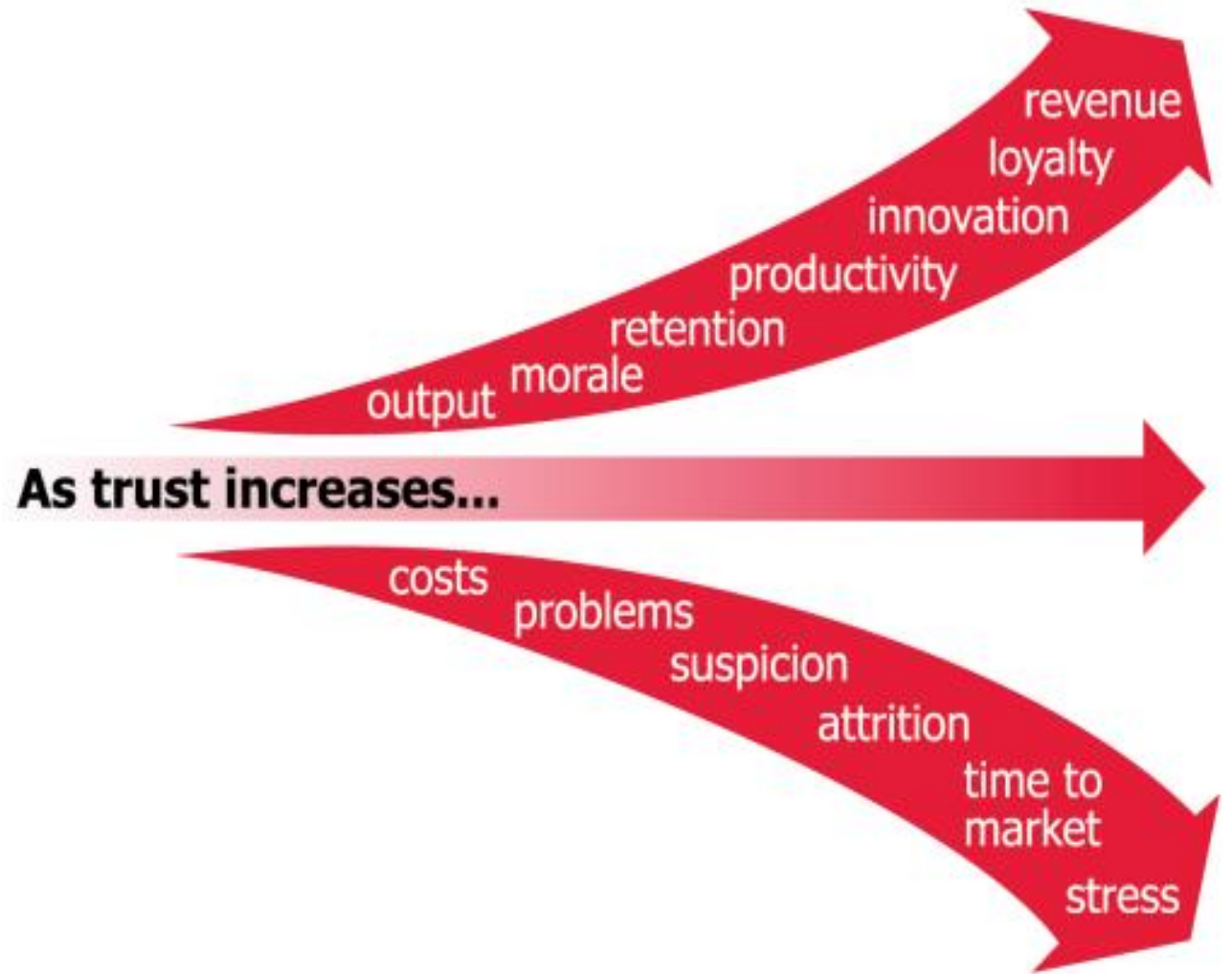
People trust those who
are willing to **connect**
and **collaborate.**



Why Does Trust Matter More Now Than Ever?



A **lack of trust** is
your **BIGGEST**
expense.

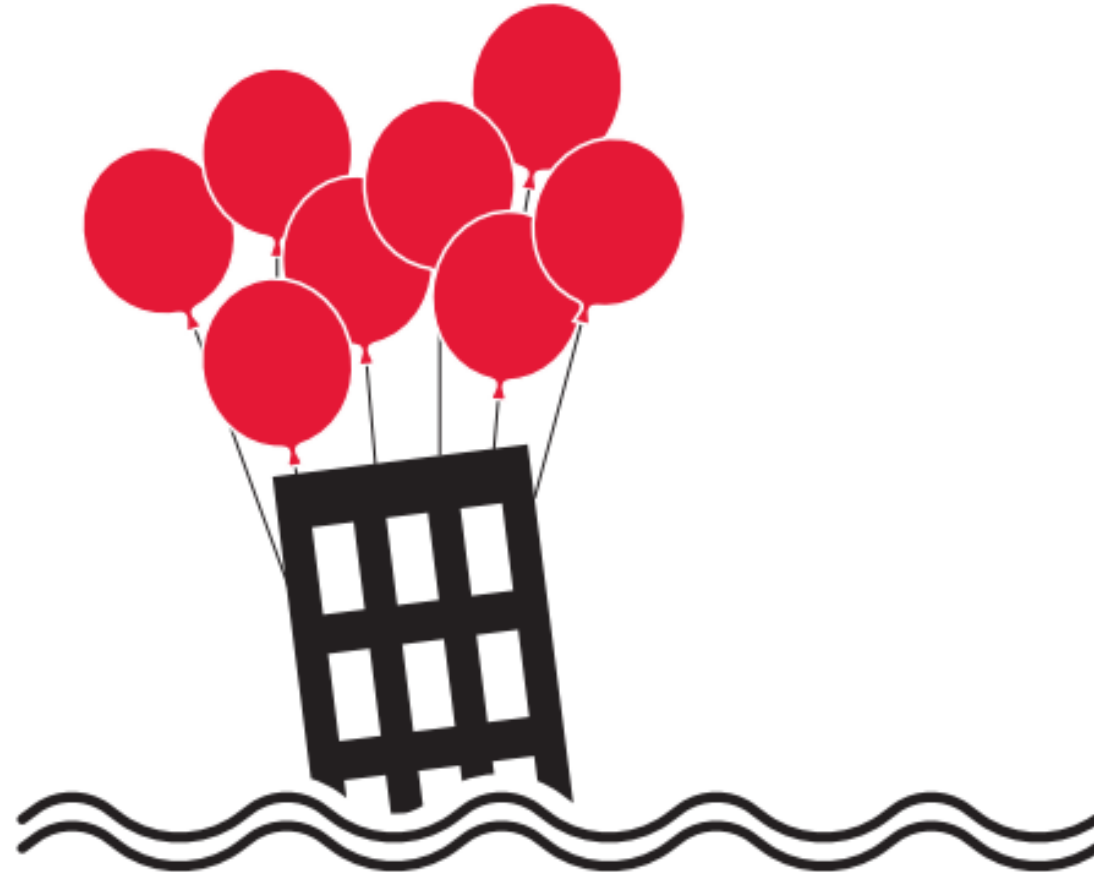


Why Does Trust Matter More Now Than Ever?



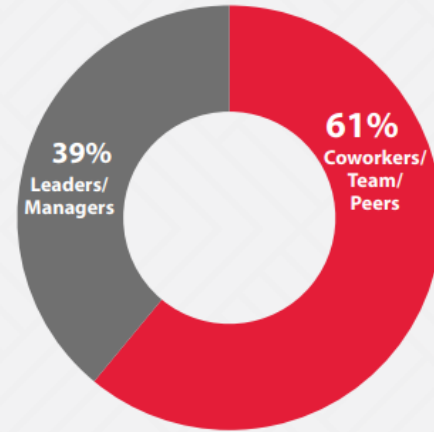
Why Does Trust Matter More Now Than Ever?

Building Trust During a Crisis

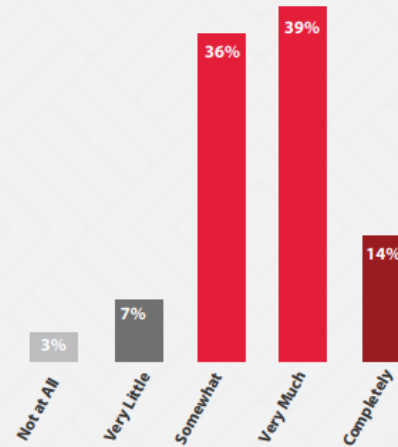


Trust & Team Building

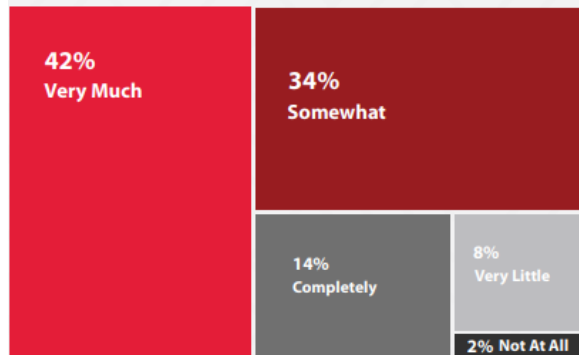
IS IT MORE IMPORTANT TO TRUST YOUR COWORKERS OR YOUR LEADERS?



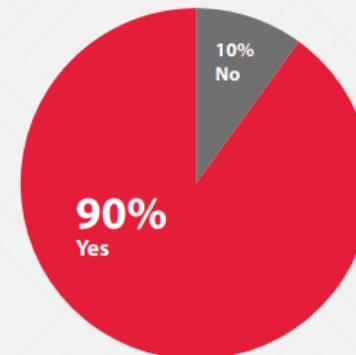
HOW MUCH DO YOU TRUST YOUR CURRENT (OR MOST RECENT) COLLEAGUES?



RATE THE CURRENT LEVEL OF TRUST ON YOUR CURRENT (OR MOST RECENT) TEAM:



I BELIEVE TRUST IS EASIER TO BUILD WHEN WORKING IN PERSON.

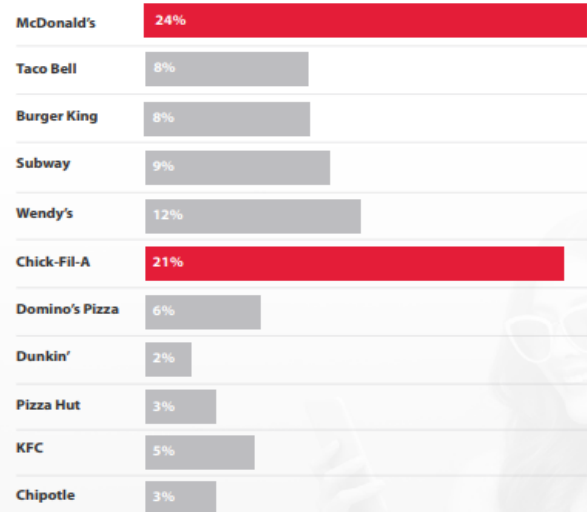


Trust & Team Building



Trust & Brands

(FAST FOOD) - OF THE TOP BRANDS IN EACH CATEGORY, WHOM DO YOU TRUST MOST?



NUMBER ONE REASON YOU WON'T BUY A SPECIFIC PRODUCT OR SERVICE?



WOULD YOU BUY A PRODUCT OR SERVICE FROM A BRAND YOU DON'T TRUST?



Trust & Leadership

HYBRID/FLEXIBLE WORK SCHEDULES ARE IMPORTANT TO ME.

84%
Yes

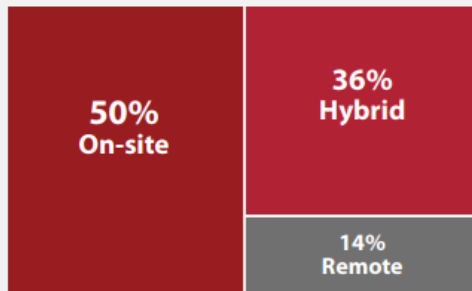
16%
No

I WOULD NOT CONSIDER WORKING FOR A COMPANY/LEADER WHO DID NOT ALLOW A HYBRID/FLEXIBLE WORK SCHEDULE.

COMPANIES/LEADERS WHO ALLOW HYBRID WORK SCHEDULES TRUST THEIR EMPLOYEES MORE THAN THOSE WHO REQUIRE EMPLOYEES TO WORK IN PERSON.



I PREFER TO WORK



WHICH ENVIRONMENT IS BEST FOR BUILDING A HIGHLY TRUSTED TEAM?



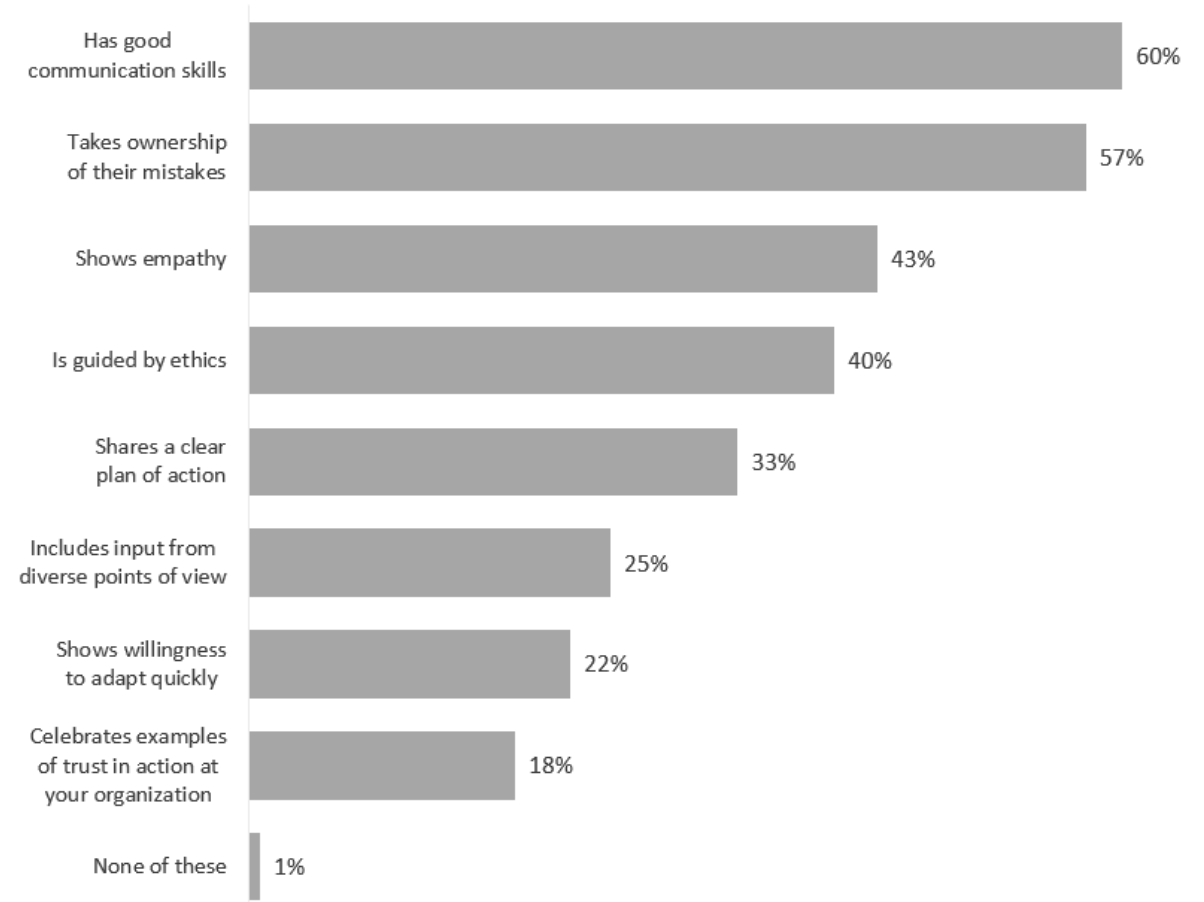
Trust & Leadership

Working Americans build the most trust in a leadership team that has good communication skills and takes ownership of their mistakes

WOW STAT!

54% of working Americans would take a slightly lower-paying job if they could completely trust their boss.

WHICH OF THE FOLLOWING BEHAVIORS OF YOUR EMPLOYER'S LEADERSHIP TEAM BUILDS TRUST IN THEM?
(BY TOTAL; RANKED #1/#2/#3)



The 8-Pillar Framework



Clarity



?Do you give clear and specific expectations for projects and deadlines?

?Are you clear about your own daily tasks?



Clarity

PAWS Model



THIS MODEL helps us keep trust during conflict. Growing in these key skills will create a greater foundation of trust with your colleagues:

P=Posture – Use safe and welcoming body language.

A=Actions – Show that you care and desire to listen well.

W=Words – Make wise choices with your words.

S=Solution – Plan for improvement and always be focused on solutions.

Remember, conflict is inevitable. But you can deal with it in a way that actually builds trust. The PAWS model has helped many people become unstuck in their relationships where they experience frequent conflict!



Compassion



?What do you do to show appreciation to your team?

?What would make you a better listener?

Compassion

PEOPLE Listening Method



Posture



Eye Contact



Open Mind



Patience



Let Go & Focus



Empathy

THIS ACRONYM can really help us make sure we are listening in a way that shows understanding and compassion. Consider asking others who know you well to give feedback on your listening habits. How are you doing with each of these?

P=Posture – Show with your body language that you are keyed in.

E=Eye Contact – Look at the speaker. Keep it steady but comfortable.

O=Open Mind – Suspend judgment and approach with an open mind.

P=Patience – Be ready to respond when appropriate. Don't interrupt.

L=Let Go and Focus – Reflect on what's being said and focus on the other person.

E=Empathy – Paraphrase what's being said. Ask valuable and open-ended questions.

Compassion

“People will forget what you **said**,
people will forget what you **did**,
but people will never forget
how you **made them feel.**”

-Maya Angelou



Character



?How do you handle an employee who doesn't show good character?

?What is a top personal value no one can take away?



Character

Team Virtues



ALL TEAMS HAVE NORMS, whether good or bad, so by defining a specific set of virtues, teams can build norms that will bring the positive results they need to succeed. Teams that make a commitment out loud to their top five team virtues can change their behavior, effectiveness, and efficiency!

Consider these examples of team virtues:

- We will have one voice after decisions.
- We will practice count-on-me character.
- We will honor the absent and speak in the best interest of those not present.
- We will respect each other's time.
- We will come to meetings prepared.
- We will only hold meetings if there is a stated purpose, desired outcomes, and a set block of time.



Competency



?Are you stuck? What can you do to keep learning?

?As a leader, what do you do to encourage learning on your team?

in those who have confidence
re-resh,
pable.



Commitment



?Who is known for making sacrifices in your company?

those who believe in

th...ersity.

?Are you willing to accept FULL responsibility?



Commitment



The only way
to **rebuild trust** is to
make and keep a
commitment.



Connection



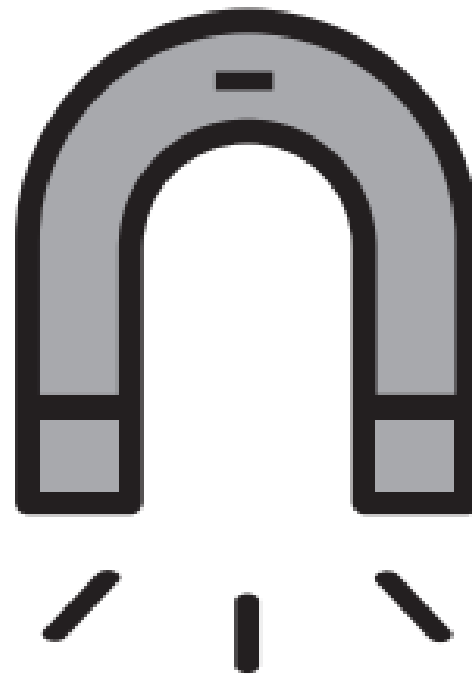
?How can you more intentionally connect with others?

?Do you apologize when you wrong someone? Is it sincere?



Connection

Magnetic Traits



OUR Demeanor makes a big difference in the impact we are able to have on our teams and companies. The more we show these magnetic traits to others, the more they will like and trust us!

Magnetic Traits

Repellent Traits

Grateful	vs.	Thankless
Listener	vs.	Talker
Outcome-focused	vs.	People-focused
Positive	vs.	Complaining
Encouraging	vs.	Critical
Honest/Real	vs.	Exaggerating
Sincere	vs.	Fake
Humble	vs.	Arrogant
Respectful	vs.	Sarcastic



Connection

Two Kinds of Questions



THERE ARE TWO BASIC KINDS of questions: Discovery Questions and Solution Questions. Understanding the difference between the two can really help you ask thoughtful and productive questions.

Discovery Questions focus on the past or present situations. They're about facts, and help provide clarity in a situation.

"What does our equality policy say?"

Solution Questions focus on the future and next steps. They tend to be more forward thinking and can lead to the creation of a solid improvement plan. The answers can be diverse to Solution Questions, but they can eventually lead to a more comprehensive solution for all.

"What can we do to make our current equality policy part of our company culture?"



Connection

Ways to Connect

- ✓ Storytelling
- ✓ Collaborative thinking
- ✓ Transparency
- ✓ Vulnerability
- ✓ Curious questions



Contribution



?Are you known for bringing results? If not, what can you do to improve?

?Do you take time to reward results?



Contribution

DMA Tool

Goal: _____

Difference Making Actions:

1. _____
2. _____
3. _____
4. _____
5. _____

DIFFERENCE-MAKING ACTIONS (DMAs) is a powerful, daily exercise that gives shape and direction to your day. Do it first thing every morning and you'll be amazed at how this simple tool can make you far more productive! To use this tool, follow these steps:

1. Get a sticky note.
2. Write down your most important goal of the day.
3. Write numbers 1-5 down the paper.
4. Next to the "1," write the most important thing you could do today to accomplish your goal. Do the same for up to 4 more goal-focused actions.

Attach a number to each task so it is measurable. Also, be certain each task is achievable in its entirety that same day.



Consistency

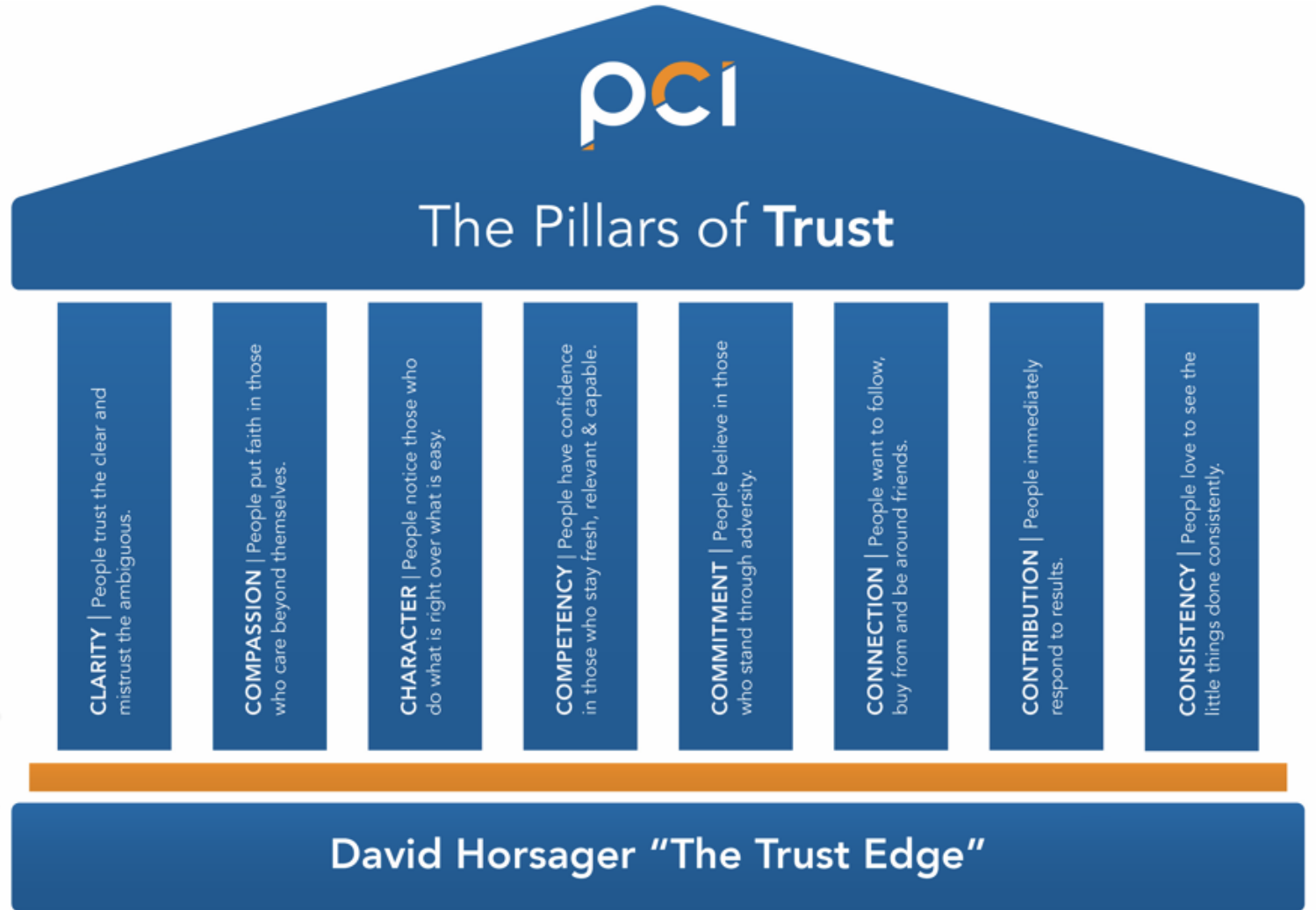
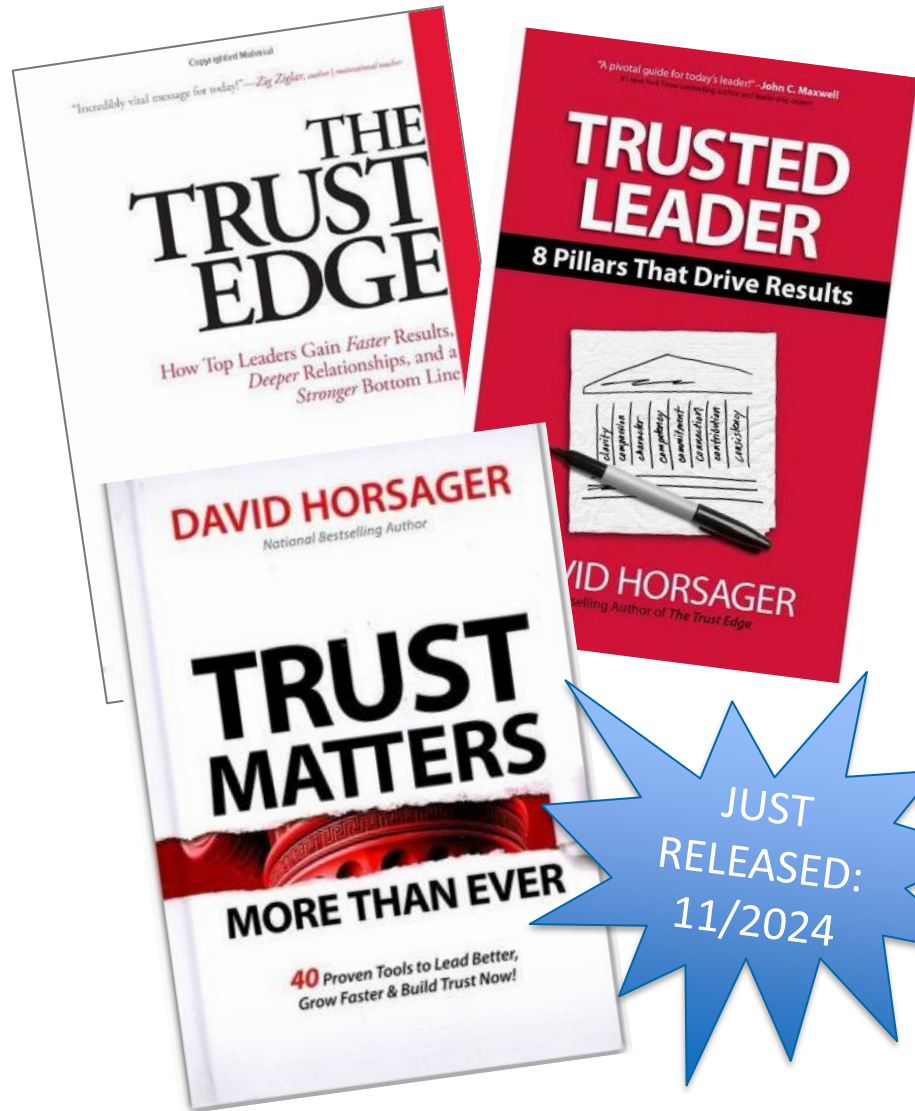


?Are you consistent in words or actions?

?How could you be more consistent in your organization?



8-Pillar Framework @ PCI



8-Pillar Framework @ PCI

Values, Mission & Vision

To our Employees, Clients, Customers & Community:

OUR VALUES

WE EARN AND EXTEND TRUST THROUGH:

Clarity | Compassion | Character | Competency
Commitment | Connection | Contribution | Consistency

OUR MISSION

To be the most trusted, stable and innovative financing partner
dedicated to the direct sales industry

OUR VISION

To be more than just a finance company by providing opportunity and
sustainable growth to all our stakeholders



8-Pillar Framework @ PCI

Counterforces to Trust



IT'S IMPORTANT to know what we are up against in building a culture of trust. Which of these common counterforces do you see in your organization?

- **Ambiguity/Complexity vs. Clarity:** Lack of details and too much detail both impede clarity and progress.
- **Pessimism/Apathy vs. Compassion:** People who don't care at all are just as dangerous as those who are critical or spew pessimism.
- **Dishonesty vs. Character:** A lack of integrity undermines the ability to grow a culture of trust.
- **Arrogance vs. Competence:** May appear as an unwillingness to recognize own weaknesses or collaborate with others.
- **Silos vs. Connection:** Reluctance to share information or cooperate with others.

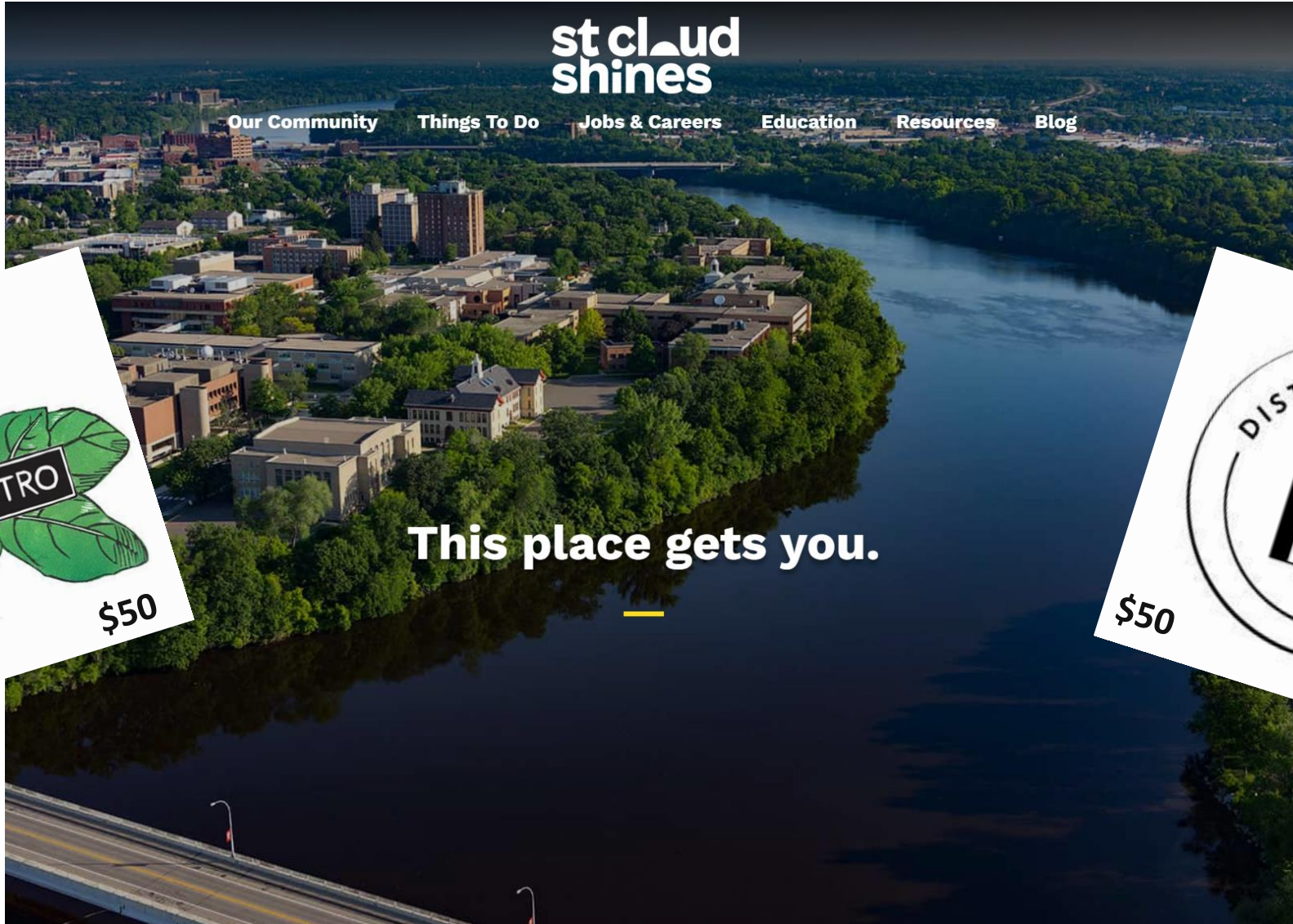




TRUST is the
single uniqueness of the
greatest leaders & organizations
*—and it matters now
more than ever.*



Wrap Up- Gift Cards



This place gets you.

Wrap-Up

- Certification credit process.
- Questions or Comments?
- Feel free to reach out to any of us after this session with specific questions or for more information on what we shared.



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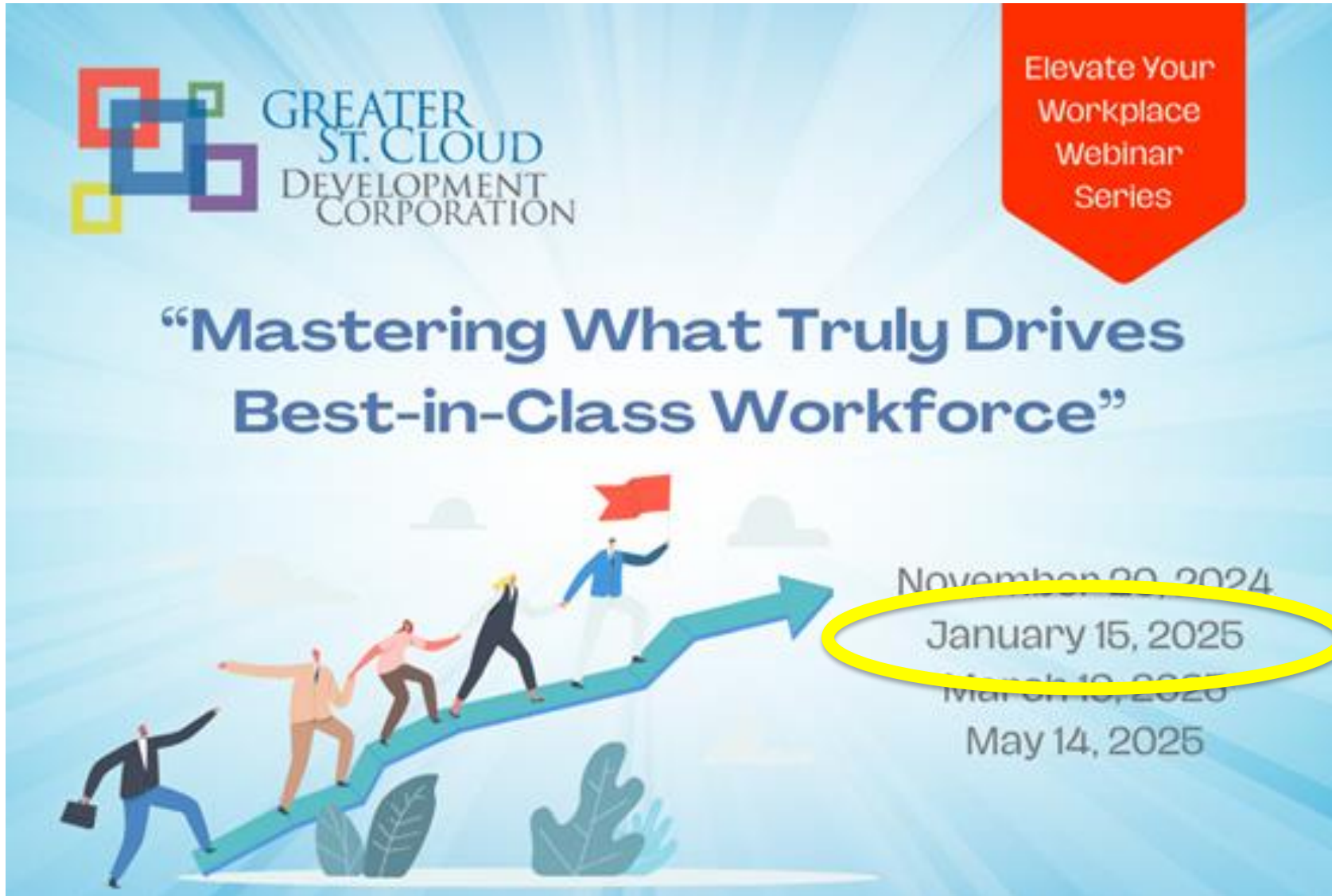


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Wrap Up- Next Session: 01/15/2025



The graphic features a light blue background with a large green arrow pointing upwards and to the right. Five stylized human figures are climbing the arrow, with the top figure holding a red flag. In the top left corner is the logo for Greater St. Cloud Development Corporation, consisting of four overlapping squares in red, blue, purple, and yellow. In the top right corner, a red downward-pointing arrow contains the text 'Elevate Your Workplace Webinar Series'. The main title is 'Mastering What Truly Drives Best-in-Class Workforce'. Below the title, a list of dates is shown: November 20, 2024; January 15, 2025 (circled in yellow); March 10, 2025; and May 14, 2025.

GREATER ST. CLOUD DEVELOPMENT CORPORATION

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