Leading Relationships

Radically Increase Engagement, Reduce Turnover, Eliminate Conflict, and Build High Performance Business Relationships

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Definition of Leadership: Improvement
Definition of Management: Maintenance
Leadership Key Characteristic: You Don't "Have To" Do It

Working Definition of "Have To": Any task or activity that, if neglected, would eventually find you.

Is there a real cost to low trust? Does low trust impact the following:

- Speed
- Quality
- Productivity
- Commitment
- Creativity
- Engagement
- Morale
- Top Talent Retention

Who Goes First?

Most people approach relationships with the mindset: "If you'll be nice to me then I'll be nice to you." The problem is someone has to go first. Someone has to be nice first, trust first, care first, ask first, and make the effort first. Who goes first? The leader goes first. Going first makes you vulnerable. Doing something you don't have to do, that is in the other person's best interest, demonstrates that you're willing to take risks to build a relationship and to build trust.

Definition of 100%Trust: An unwavering confidence that you will always act in my best interest.

- When the motivation behind your actions is desire (want to) and not fear, ("have to" or compliance) and the action is in the best interest of another, you are building trust.
- The best way to build trust in a relationship is to consistently do things you don't have to do in the other person's best interest. If actions speak louder than words, the actions that speak the loudest are driven by desire not fear.