



Relational Systems Leadership Outline

System of Building Trust

- ❖ *Always be Yourself*
 - Become Self-Aware
 - Let your personality show
 - Operate in a fashion that you stay above reproach
- ❖ *Be Consistent in Behavior*
 - Don't let moods or home life affect your behavior
 - Have routines
 - Do what you say you are going to do
- ❖ *Seek-Out Trust Building Opportunities*
 - Be approachable
 - Be a confidant
 - Help them in their personal lives off duty
 - Be there for them when other people won't
- ❖ *Transparent, Candid and Authentic Communication*
 - Over communicate
 - Pass on all allowable information from all meetings you attend
 - Validate their feelings and use a positive supportive approach
 - Do not feed into negative communication (keep it positive)
 - Take ownership in front of the entire team when you mess up
 - Explain the "why" as much as they want/need
 - Listen "a lot"
- ❖ *Take an Individualized Approach to Every Team Member*
 - Have one-on-one "real" conversations
 - Study the personalities and characteristics of each team member
 - Get to know and appreciate them as a unique and wonderful asset
- ❖ *Be Invested in Their Career and Life*
 - Discuss their goals



- Build a game plan
- Track progress
- Continually challenge them
- Continually encourage them

System of Building a Culture

- ❖ *Creation of Team Identity*
 - Champion a cause
 - Maintain high standards
 - Partner with informal leader within the team
 - Communicate distinguishable differences to the team
 - Create informal competition with other teams (if possible)
- ❖ *Creation of the Intangible (An aura when the team is together)*
 - Dialogue about authentic feelings when working with the team
 - Create a sense of brotherhood/sisterhood
 - Spend time together outside of work
 - Find ways for extracurricular activities during work
 - Work hard, play hard mentality
- ❖ *Growth Mindset*
 - Train every day!
 - Set lots of goals
 - Cultivate a culture of working on mind, body and soul every day.
 - Develop innovative culture
 - Challenge their inhibitions
 - Coach soft skills and mentor hard skills
- ❖ *Institution of Acceptable Behaviors*
 - Communicate team expectations to every member individually
 - Hold your team and individual members accountable
 - Frequently communicate a positive message about standards
 - Lead by example, ALWAYS.
 - Focus on fundamental behaviors not minutia

System of Creating Momentum



- ❖ Pursuit of a Vision
 - Give your team something to strive for at all times
 - Revisit the vision continually (message discipline)
 - Work it into other aspects of their performance objectives
 - Set a new vision every year, communicate and explain the “why”
- ❖ *Empowerment of Every Individual*
 - Push each member to be innovative (key to empowerment)
 - Assign tasks to individuals based on their passion's (not necessarily their strengths)
 - Say “yes” way more than “no” when presented with ideas.
 - Assist members with their projects.
- ❖ *Acknowledge Small and Big Wins*
 - Keep track of objective and subjective measures
 - Share wins with the team
 - Push all the credit to the team
- ❖ *Set Team Goals*
 - Create short and long-term team goals
 - Set goals that challenge your team
 - After reaching goals set new ones

System of Leading Change

- ❖ *Develop Culture of Change Leadership*
 - Identify change leader champions
 - Reward curiosity
 - Institute succession management principles
- ❖ *Be Patient Before Initiating any Change with a New Team*
 - Give your team time to process before making any changes
 - Only institute a couple change-initiatives at a time and build off of them
 - Have a daily routine which provides stability during change
 - Don't expend all of your leadership equity on change



❖ *Use John Kotter's 8 Steps to Change Management*

- Create a sense of urgency
- Form a guiding coalition
- Create a strategic vision
- Initiate change communication
- Remove barriers to change
- Generate short-term wins
- Make change a continuous process
- Incorporate changes in the organization's culture

System of Team Recognition

❖ *Work Towards and Track Individual Goals*

- Formulate individual development plans (IDP)
- Have frequent “tailboard” conversations with individuals
- Encourage and challenge team members individually

❖ *Work Towards and Recognize Team Goals*

- Formulate a team development plan (TDP)
- Have frequent “tailboard” conversations with team
- Encourage and challenge team as a whole

❖ *Transparent About Recognition Process*

- Define and communicate rewards and recognition process
- Empower team members to recognize other team members
- Never make excuses when a member from another team is recognized over your own (no matter what)

❖ *Celebrate and Recognize Performance and Attitude*

- Praise in public, in front of the team and behind closed doors individually
- Give just as much recognition to attitude and behavior as you do for performance
- Compliment performance and attitude frequently
- Recognize team members with tangible and intangible rewards system