



BECOMING YOUR BEST
TRAINING FOR EXECUTIVE DIRECTORS

NADO  **NARC**

AUG 9-AUG 11 | AUSTIN, TX

BECOMING AN OUTSTANDING LEADER

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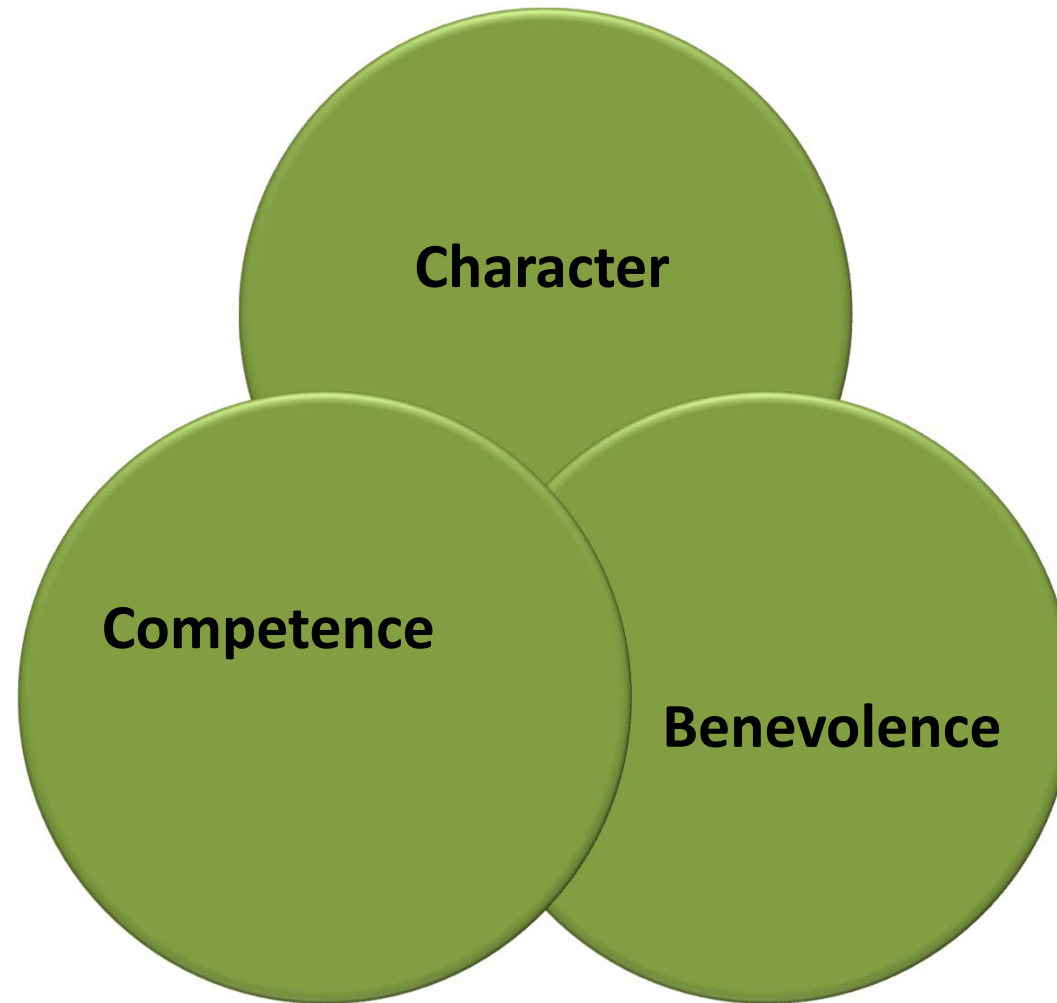


Getting Results





Components of Trust



Results of a Trusted Leader

organizational productivity	job satisfaction	high performance
collaborative teams	positive opinions of leader	innovative behavior
crucial communications	achieved goals	organizational alignment



What are the
3 causes of distrust
in organizations & teams?

Results of Low Trust

suspiciousness	turnover	presenteeism
marginal work	lack of communication	time wasted
increased operating costs	gossip	fear



Best Practices for Building Trust

Make & Keep Commitments

Give Recognition

Seek & Implement Feedback

Be Visible

Use Empathy

Acknowledge Errors

Create & Cast the Vision

Engage in Crucial Communications

Drive Success Metrics



3 Things Outstanding Leaders Do

Create & Cast the Vision

Engage in Crucial Communications

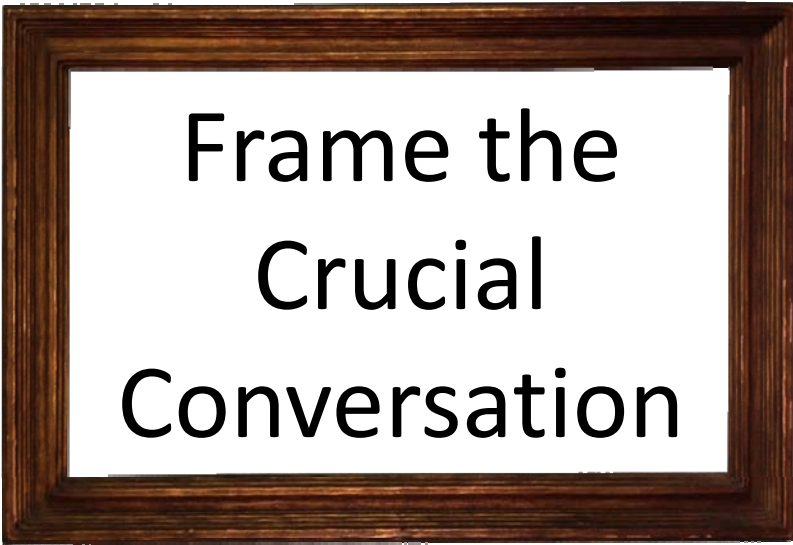
Drive Key Success Metrics

A landscape photograph featuring a vibrant green field in the foreground, a single large green tree on the left side, and a bright blue sky filled with scattered white clouds. The scene is captured from a low angle, emphasizing the vastness of the sky and the horizon.

Create a Clear Vision



**Cast
the Vision**



Frame the Crucial Conversation

1. Identify the common ground
2. Identify the type of conflict
3. State the goal
4. Get their input
5. Collaboratively layout & evaluate the options
6. Confirm the outcome of the conversation



Types of Conflict

Relationship: a personal disagreement

Task: disagreement over what the goal is

Process: disagreement over the means or process for achieving a goal

Status: disagreement over who is in charge or can call the shots

Identify & Drive Key Success Metrics

Quantified by:

- Quantity
- Quality
- Time
- Cost



Best Practices for Key Success Metrics

1. Examine mission, vision, & core values to determine important outcomes
2. Identify 10 or less measures
3. Set ultimate goal(s), then intermediate goals



Training & Retreats
Speaking Engagements
Leadership Coaching
Workplace Consulting

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