



HOW TO BUILD AN AMAZING CULTURE



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Trust is defined as “to have confidence, faith or hope in someone or something.” An example of trust is believing that the sun will rise in the morning.

“Trust takes years to build, seconds to break, and forever to repair.” -Unknown

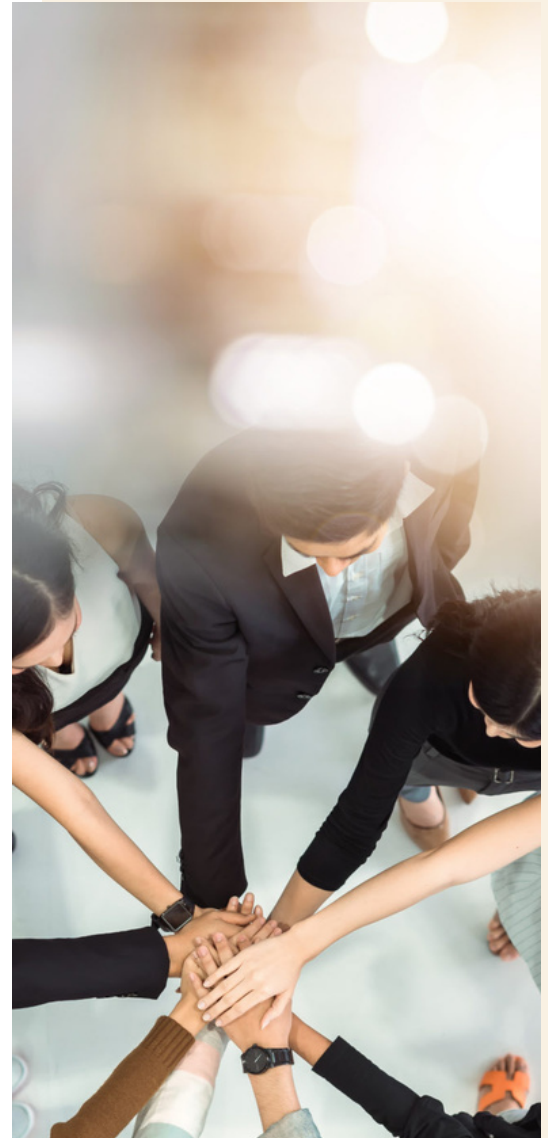
Trust that if you fulfill your responsibility, your team can fulfill theirs of being trustworthy for you.

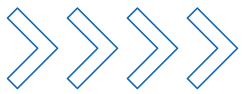
Here are some areas where you must build trust in your team:

- 1. Consistency**
- 2. Predictability**
- 3. Reliability**

The first people we let down in our lives is our team!

- **Meeting(s)**
- **Availability (we said we would be available if something comes up)**
- **Not prepared (“winging it” is unbecoming of a professional and embarrassing)**





#1- CONSISTENCY

- Showing up when you said you would show up (ex: Meetings).
- If meeting is 0900 on Tuesday, show up & be present!
- Consistency builds trust (Inconsistency builds a lack of trust).

Negatives:

When you cancel your meetings at the last minute. You let your team down. Here are some negative outcomes that can occur:

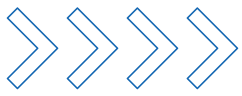
- They feel insignificant
- They feel as if they don't matter
- They feel like you wasted their time
- They feel like you don't care

You trigger things you don't realize your triggering:

- Memory of when others let them down (Spouse, Mom, Dad, etc.)
- Memory of when a person did not show up for them.

**Consistency is the first way you build trust with your team!*





#2- PREDICTABILITY

Meetings should be run the same way each time (predictable is good).

The agenda is given in advance (no agenda, no meeting).

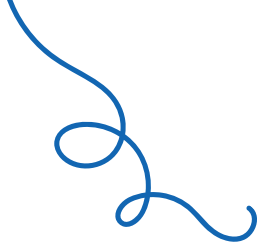
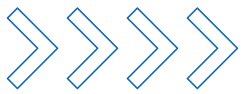
This creates:

- Purpose
- Desired outcome
- The team knows where they are going

PRO TIP:

Send agenda to introverts a half day or one full day before meeting.





#3- RELIABILITY

If you say you're going to do something for your team then do it! Most don't...they don't make commitments to their team.

The fruit of being a person who can be counted on: Reliable

- It gives teams clarity & confidence
- This creates 'buy in' which in turn creates trust

