



# THE POWER OF A POSITIVE TEAM

A Positive Panel discussion, moderated by Donna Schneider,  
featuring Amy P. Kelly, Julie W. Nee and Thomas R. Williams

# 11 ways

## TO BUILD TRUST AS A LEADER

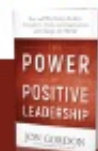
In my book *The Power of Positive Leadership* I discussed how trust is one of the essential ingredients to build a great relationship, winning team and culture of greatness. Without trust you can't have engaged relationships and without engaged relationships you won't be a successful leader, manager, sales person, team member, principal, teacher, nurse, coach, etc.

In this spirit I wanted to share some thoughts about how we can build the trust that is essential for great relationships. Many of the suggestions you already know. Many ideas I share are common sense. However, I've found that so often amidst the chaos of life and work we forget the simple and powerful truths that matter most. So here are 11 thoughts about trust. Feel free to share these simple reminders with your leaders, colleagues and team.

- 1 Say what you are going to do and then do what you say!
- 2 Communicate, communicate, communicate. Frequent, honest communication builds trust. Poor communication is one of the key reasons marriages and work relationships fall apart.
- 3 Trust is built one day, one interaction at a time, and yet it can be lost in a moment because of one poor decision. Make the right decision.
- 4 Value long term relationships more than short term success.
- 5 Sell without selling out. Focus more on your core principles and customer loyalty than short term commissions and profits.
- 6 Trust generates commitment; commitment fosters teamwork; and teamwork delivers results. When people trust their team members they not only work harder, but they work harder for the good of the team.
- 7 Be honest! My mother always told me to tell the truth. She would say, "if you lie to me then we can't be a strong family. So don't ever lie to me even if the news isn't good."
- 8 Become a coach. Coach your customers. Coach your team at work. Guide people, help them be better and you will earn their trust.
- 9 Show people you care about them. When people know you care about their interests as much as your own they will trust you. If they know you are out for yourself, their internal alarm sounds and they will say to themselves "watch out for that person."
- 10 Always do the right thing. We trust those who live, walk and work with integrity.
- 11 When you don't do the right thing, admit it. Be transparent, authentic and willing to share your mistakes and faults. When you are vulnerable and have nothing to hide you radiate trust.

Tips by 10x bestselling author and speaker, Jon Gordon.

[www.jongordon.com](http://www.jongordon.com) | [www.powerofpositiveleadership.com](http://www.powerofpositiveleadership.com)



## NOTES

## THE POWER OF A POSITIVE TEAM

# 11 THOUGHTS ABOUT TEAMWORK

- 1 Teams rise and fall on culture, leadership, relationships, attitude and effort.**  
Great teams have a great culture driven by great leadership. Relationships are meaningful and teammates are connected. The collective attitude is very positive and everyone on the team works hard to accomplish their mission.
- 2 It's all about teamwork. Sometimes you are the star and sometimes you help the star.**
- 3 If want to be truly great you have to work as hard to be a great teammate as you do to be a great player.**  
I tell this to athletes all the time but the same is true for any profession. When we work hard to be a great team member we make everyone around us better.
- 4 Your team doesn't care if you are a superstar. They care if you are a super team member.**
- 5 Three things you control every day are your attitude, your effort and your actions to be a great teammate.**  
It doesn't matter what is happening around you and who you think is being unfair. Every day you can focus on being positive, working hard and making others around you better. If you do that great things will happen.
- 6 One person can't make a team but one person can break a team. Stay positive!**  
Make sure you don't let energy vampires sabotage your team. Post a sign that says "No Energy Vampires" allowed and keep them off the bus. Most importantly, decide to stay positive.
- 7 Great team members hold each other accountable to the high standards and excellence their culture expects and demands.**
- 8 Team beats talent when talent isn't a team.**
- 9 Great teams care more. They care more about their effort, their work and their team members.**
- 10 We > me**  
Unity is the difference between a great team and an average team. United teams are connected and committed to each other. They are selfless instead of selfish. They put the team first and know together we accomplish more.
- 11 You and your team face a fork in the road each day. You can settle for average and choose the path of mediocrity or you can take the road less traveled and chase greatness.**  
It's a choice you make each day. Which path will your team take?

PowerofaPositiveTeam.com



## NOTES