

CONNECT TO
LEAD
TO CONNECT

Session Two: March 3, 2026

WIN from Session One

Organizational Trust Assessment

Directions: Using a 1 through 4 scale, rate each statement by considering how frequently your organization displays the ability described. There are no right or wrong answers. Try not to spend too much time on any one statement.

| Almost Never | Rarely | Often | Almost Always |
|--------------|--------|-------|---------------|
| 1 | 2 | 3 | 4 |

| | | | | | |
|-----|---|---|---|---|---|
| 1. | We keep promises and honor commitments. | 1 | 2 | 3 | 4 |
| 2. | We acknowledge and apologize for mistakes. | 1 | 2 | 3 | 4 |
| 3. | We are loyal to the absent. | 1 | 2 | 3 | 4 |
| 4. | We seek to understand each others' needs and concerns. | 1 | 2 | 3 | 4 |
| 5. | We say what we feel in a way that shows respect for others' opinions. | 1 | 2 | 3 | 4 |
| 6. | We seek constructive feedback. | 1 | 2 | 3 | 4 |
| 7. | We are open and honest with information. | 1 | 2 | 3 | 4 |
| 8. | We involve people in decisions that affect them. | 1 | 2 | 3 | 4 |
| 9. | We encourage others to openly contribute ideas and opinions. | 1 | 2 | 3 | 4 |
| 10. | We give credit where credit is due. | 1 | 2 | 3 | 4 |
| 11. | We share decision making with team members and support the collective decisions. | 1 | 2 | 3 | 4 |
| 12. | We view mistakes as learning opportunities. | 1 | 2 | 3 | 4 |
| 13. | We act on information only after hearing and understanding all the facts. | 1 | 2 | 3 | 4 |
| 14. | Our actions are consistent with our words regardless of the person or our stress level. | 1 | 2 | 3 | 4 |
| 15. | We communicate clear expectations. | 1 | 2 | 3 | 4 |
| 16. | We honor confidential and sensitive information. | 1 | 2 | 3 | 4 |
| 17. | We make eye contact and address one another by name. | 1 | 2 | 3 | 4 |
| 18. | We promote our team's reputation with others. | 1 | 2 | 3 | 4 |
| 19. | We are fully present and listen to understand. | 1 | 2 | 3 | 4 |
| 20. | We stay curious and assume good intent. | 1 | 2 | 3 | 4 |

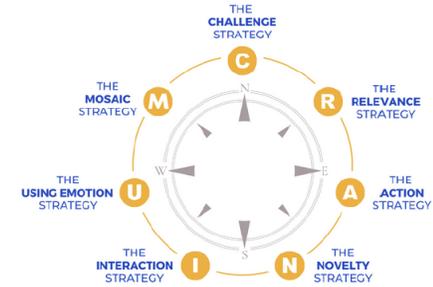
Rounding with Team

| Steps: | Comments: |
|--|-----------------------|
| 1. Make a personal connection Connect with something in their life such as children, interests, vacations, etc. | |
| 2. What's working well? Like what? What's a best practice you've seen lately? Even better if? | |
| 3. Is there anyone in our department we can recognize for doing great work? Who makes your life easier? Has anyone helped you recently? | Who: What and Why? |
| 4. Is there someone in another department we can recognize? Is there someone who has gone above and beyond? | Who: What and Why? |
| 5. Are there any systems or processes that need improving? What are obstacles? | |
| 6. Do you have the resources you need to do your job? | |
| 7. What (tough) questions do you have for me? <i>What's bugging you? Keeping you up at night? Is there anywhere you would like clarification?</i> | |
| 8. Touch Base: (Reminder to every team member) <i>Ex: behaviors, policies, initiatives, etc.</i> | |
| 9. Is there anything I can help you with right now? <i>I've got the time, what can I do for you now? What's a pressing need that I can help you with?</i> | |

For more information on rounding, visit www.studergroup.com – the site for Quint Studer

Boundaries
Reliability
Accountability
Vault
Integrity
Non-judgement
Generous assumption

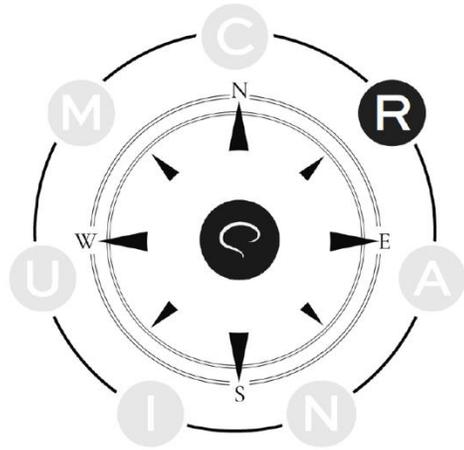
CONNECT TO LEAD TO CONNECT



| January | February | March | April | May | June |
|--|---|--|--|---|--|
| <p>January 6</p> <p>Kickoff</p> <p>Discovery calls</p> | <p>February 3</p> <p>Challenge</p> <p>Decrease threat. Increase trust.</p> <p>All-Staff Grab & Grow</p> | <p>March 3</p> <p>Relevance</p> <p>Lead with vision. Build on strengths.</p> <p>March 27</p> <p>Action</p> <p>Embrace limitations. Debunk myths.</p> | <p>April 7</p> <p>Novelty</p> <p>Challenge convention. Nudge imagination.</p> | <p>May 5</p> <p>Interaction</p> <p>Give choice and voice. Let go and grow.</p> <p>All-Staff Grab & Grow</p> | <p>June 2</p> <p>Using Emotion</p> <p>Engage emotions. Prioritize people.</p> |
| July | August | September | October | November | December |
| <p>July 7</p> <p>Mosaic</p> <p>Value differences. Create belonging.</p> | <p>CliftonStrengths</p> <p>1:1 debrief</p> <p>All-Staff Grab & Grow</p> | <p>CliftonStrengths</p> <p>1:1 debrief</p> <p>Retreat</p> <p>September 29-October 1</p> | <p>Check-In</p> | <p>Check-In</p> <p>All-Staff Grab & Grow</p> | <p>Check-In</p> |

← Coaching →

THE RELEVANCE STRATEGY



LEAD WITH VISION. BUILD ON STRENGTHS.

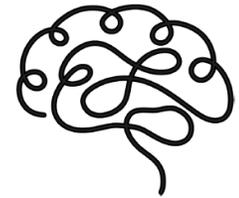
THE BIG IDEA



Imagine a culture defined by clarity and alignment, with all team members using their individual strengths to drive a united purpose.

BREAKTHROUGH BELIEFS

- Every brain is tuned into the station WII-FM.
- The brain doesn't resist change. It resists confusion.
- Clarity lives on the other side of the phrase "and here's why."



GROW for Strengths and Interests

G

GOAL

Goal Questions

- What do you aspire to do?
- Where in your current role do you want to grow?
- If you could pursue a different position within Connect what would that be?
- What contribution would you like to make to Connect?

R

REALITY

Reality Questions

- What do you enjoy doing?
- What do people ask for your help with?
- What skills/experience have you developed in previous roles?
- What have been some of your favorite work experiences?
- What education/certifications do you have?
- Outside of work, what do you enjoy doing?

O

OPTIONS

Options Questions

- What formal learning opportunities would be helpful? (training certifications, conferences, etc)
- What relationships would be helpful (mentoring, peer group, etc.)
- What experiences would be helpful? (job shadowing, projects, meetings, etc.)

Explore formal training, relationships, and experiences. Remember the 70/20/10 development rule - 10% formal training, 20% relationships, and 70% experiences

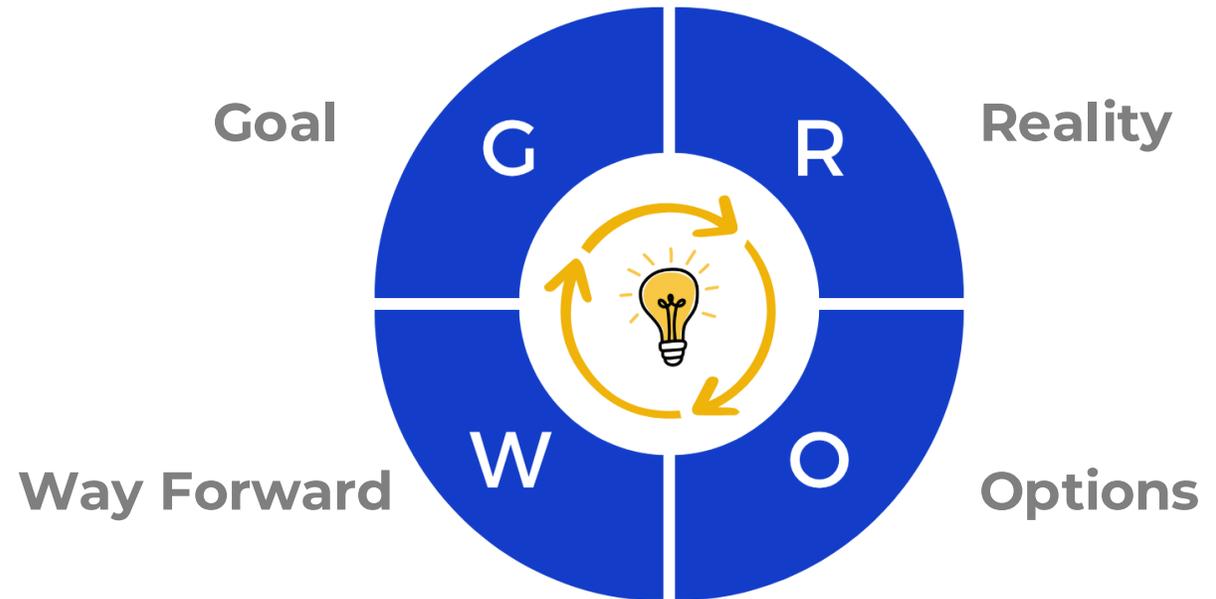
W

WAY FORWARD

Way Forward Questions

- What are your next steps (specific, measurable, achievable, relevant, and time-bound)?
- What could get in the way?
- How can I support?

GROW for Strengths and Interests



GROW for Strengths and Interests

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Breakout

Leader: Person whose birthday is closest to March 3

Lead a GROW conversation with your talent. As 1-2 questions from each section.

Talent: Answer the questions openly and honestly.

Switch if there is time.

The Science of Relevance

Relevance encompasses providing the WHY, building on the learner's prior knowledge, and leveraging strengths and interests

If it doesn't matter (to me), it doesn't matter

- Every brain is tuned in the station WII-FM
- The brain learns best whole to parts
- The brain learns best by building on familiar, existing neural networks
- The more unfamiliar the content, the more important Relevance becomes



Neurons that fire together...wire together.

The Science of Relevance



The Science of Relevance

Top 10 Threats:

1. Social rejection
2. Lack of honesty or trust
3. Change
4. Unrealistic expectations
5. Lack of resources
6. Risk of loss
7. Humiliation
8. Micromanagement
9. Perceived favoritism
10. Lack of meaningful work

The Science of Relevance

...and here's why



The Science of Relevance

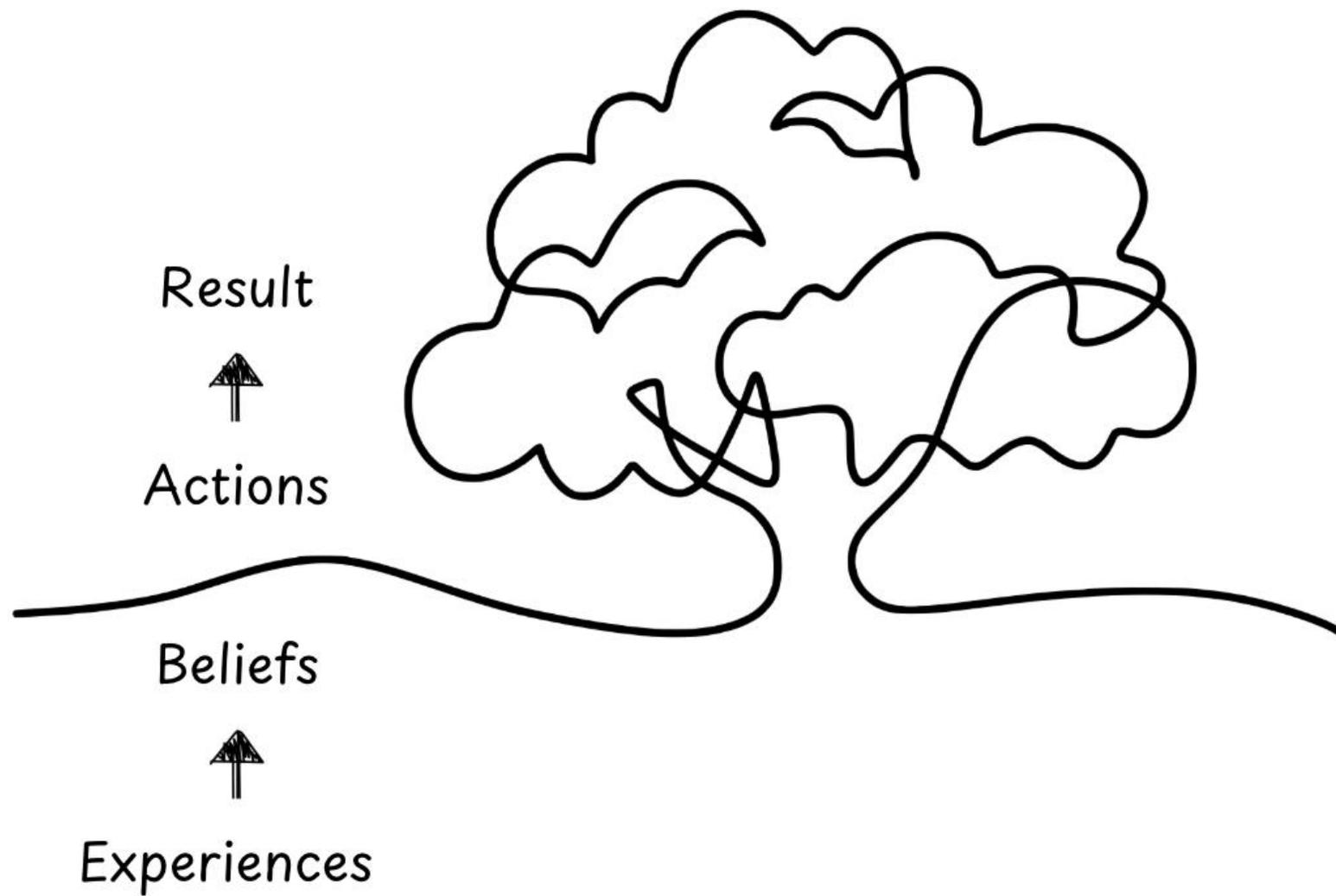
...and here's why





https://www.youtube.com/watch?v=u4ZoJKF_VuA

Delegation ???



Delegation





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CLARITY:

What do you want the delegate to do?

What does "done" look like?

What is the "why" of this delegation?



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LEVEL:

Consider the nature of the task and the skill/experience of the delegate.

1. Do as I say
2. Research and report
3. Research and recommend
4. Decide and inform
5. Decide and act

CLEAR



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EXPECTATIONS:

What are any essential, non-negotiable requirements or expectations you have?
(cost, expectations, stakeholders, etc.)

CLEAR
^



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ACCOUNTABILITY:

What is the timeline?

How would you like to hold each other accountable?

When are the deadlines and check-in points?

CLEAR





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RESULTS:

Did you get the results you wanted? What could you improve for next time?





Clarity

What do you want the delegate to do?

1-2 sentence description of what you want done – begin with a verb.

What does “done” look like?

Clearly describe what a win looks like.

What is the “why” of this delegation?

Give any context necessary to give the bigger picture.

Level

Consider the nature of the **task** and the **skill/experience** of the delegate.

| | | |
|---|------------------------|---|
| 1 | Do as I say | Do exactly as I have asked. |
| 2 | Research and report | Research the delegation & report findings. We will discuss before moving forward. |
| 3 | Research and recommend | Research the delegation & make a recommendation after weighing pros & cons. |
| 4 | Decide and inform | Do the research, make a decision, and inform me on what you decided. |
| 5 | Decide and act | Make whatever decision you think is best with no need to report back. |

<https://michaelhyatt.com/the-five-levels-of-delegation/>

Expectations

What are any essential, non-negotiable requirements or expectations you have? (cost, expectations, attitude, etc.)

Accountability

What is the timeline? How will you hold each other accountable? List deadlines & check-in points.

Repeat & Review

Repeat what you heard.

Did you get the results you wanted? What could you improve for next time?

Breakout

Leader: Person with the darkest hair.

Delegate a real task using the CLEAR framework.

If you don't have a real task...delegate booking your dream vacation.

Eisenhower Box





Put in the reps

- Follow through on your personal action
- Schedule your call with your coach
- See suggested reading and Team Tips on **page 5**

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