

Adapting Your Leadership for Today's Challenges

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The Importance of Trust

- Trust is the most important thing in any relationship.
- Businesses are now more trusted than the government or media, making the relationship between employee and employer incredibly important.
- Trust has become local.
- Leaders have become their employees' most trusted source of information.
- Becky Frankiewicz said, "Leaders are now being put on a pedestal that they may not have the capabilities to fulfill."

Defining Trust (4:30)

- Based on science, trust is an emotion.

Defining Attention (15:00)

- There are four levels of attention:
 - Selective attention — when you selectively pay attention when there's competing stimuli
 - Sustained attention — when you sustain your attention for a period of time
 - Divided attention — when you multitask
 - Alternating attention — when you have to shift your focus from task to task
- Attention means paying special care to something or someone.

Pay Attention (18:47)

- Leaders are now being challenged on a whole different level to lead.
- A bias is a belief that people with a particular characteristic are all the same.

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- We all have stereotypes.
- How have our stereotypes impacted our families, our churches, our loved ones?
- Acknowledge that you do have bias.
- You must understand that you have a bias so you can decrease the bias.

Slow Down (22:34)

- When we're asked to make quick decisions, we lean into our instinctive stereotypes.
- When you make important decisions, slow your thought process down so that you don't stereotype.

Visualize People from a Different Viewpoint (23:15)

- Learn to see people for who they are, not who you've been programmed to think they are.

Who Will You Be? (27:56)