



CultureShoc™
engaging teams • shocking results



ITS
LEADERS

FOUNDATION

PLAYBOOK

PROGRAM INFORMATION

CultureShoc's Purpose

To discover, engage, and grow leaders.

The Into the Storm (ITS) Mindset

When a storm approaches, many animals run in the other direction, allowing the storm to follow them and prolonging their pain. Buffalo do the opposite. They charge Into The Storm, and in doing so, get to blue skies faster.

In our experience, those who avoid their challenges & opportunities never really break through to new levels of performance & results, while those who charge Into The Storm head-on become more successful, faster.

Session Materials

Please bring your Playbook and ITS Passport with you to each session.

Session Schedule

- Session 1.1 – Establish Authentic Trust
- Session 1.2 – Real. Simple. Communication.
- Session 1.3 – Positive Accountability
- Session 1.4 – The Power of Delegation
- Session 1.5 – Crush Complacency, Elevate Engagement

Our Expectations

1. Be Open & Honest
2. Be Engaged
3. Take This Seriously
4. Get Comfortable Being Uncomfortable
5. Be Humble & Challenge Yourself
6. Do Something With It
7. Be a Buffalo

Our Commitments

1. More Real World Than Theory
2. Experience Sharing
3. Vulnerability & Humility
4. Curiosity-Led Discussions
5. Growth Mindset
6. Facilitation > Lecturing
7. Active Listening





TRUST

“

"Vulnerability is not a weakness; it's an authentic way for leaders to demonstrate strength."

”

- CultureShoc



SESSION 1.1

**ESTABLISH
AUTHENTIC TRUST**



Not finance. Not strategy. Not technology. It is teamwork that remains the ultimate competitive advantage, both because it is so powerful and so rare.

- Patrick Lencioni



1.1 AGENDA

Topic	Description
1. Welcome & Introductions	Meet the program facilitator, introduce yourselves and walk through the agenda overview.
2. Expectations and Storms	Discuss expectations. Learn the <i>Into the Storm</i> (ITS) mindset and how it applies to your professional and personal life.
3. The Kolbe A Assessment™	Explore your own instincts and decision-making strengths through the Kolbe A™ Assessment.
4. Lunch	Take time to recharge and build relationships while eating together.
5. Building Trust	Facilitators explain why Trust makes business sense, as well as how to build Trust on purpose.
6. The Five Be's of Trust	These five behaviors are tactical ways to cultivate high-Trust relationships and environments.
7. Debrief the Day	Discuss your takeaways from the conversation so far. Record commitments and prep for tomorrow.
8. ITS Passports & Wrap	Facilitators introduce Passport Process and set expectations for their use between each session.

Sources:

- The Five Dysfunctions of a Team by Patrick Lencioni
- The Speed of Trust by Stephen M.R. Covey
- The Kolbe System™ by Kathy Kolbe



INTO THE STORM

The chart below shows examples of storms you've likely encountered and what it looks like to charge into them. Fill in the blanks with a few examples of what this means to you and how you intend to charge into The Storm.

Storms	Behavior
<p>You are involved in a challenging project that is falling behind schedule, over-budget, or both</p>	<p>Identify the driving forces behind the challenges without placing blame, determine what needs to change, and create actions to execute the plan.</p>
<p>You have a disagreement with your Leader or Team Member</p>	<p>Bring it up directly with humility. Share your perspective, listen to their perspective, and determine the path forward.</p>
<p>You have been assigned a daunting goal.</p>	<p>Own it. Create your plan to achieve, ask for help & support where needed, manage your time intentionally, and hit one milestone at a time.</p>



AUTHENTIC TRUST

DEFINING TRUST

FIRM BELIEF IN THE
RELIABILITY, TRUTH, ABILITY,
OR STRENGTH OF
SOMEONE OR SOMETHING.

COMPONENTS

LOYALTY

FAIRNESS

EMPATHY

INTEGRITY

COMPETENCE

CONSISTENCY

TRANSPARENCY

ACCOUNTABILITY



KOLBE ATM INDEX.

The Kolbe A Index (Instinct Test) is unique. It does not measure intelligence, personality or social style. It measures the instinctive ways you take action when you strive. Use your custom Kolbe A Index Results to be more productive, less stressed, and unlock joy at work or with your family.

“

Success is having the
freedom to be yourself.

”

Kathy Kolbe



KOLBE ATM RESULTS

ZONES OF OPERATION

NOTE: RESULTS ARE ON A CONTINUUM,
EACH IS TRULY A STRENGTH.

My FACT FINDER: _____

My QUICK START: _____

Notes: _____

Notes: _____

My FOLLOW THROUGH: _____

My IMPLEMENTOR: _____

Notes: _____

Notes: _____

What obstacles currently stand in the way of your productivity?

How could frustration arise due to the difference between your Kolbe A and your teammate's?

List what you will commit to changing to enable naturally productive behavior?

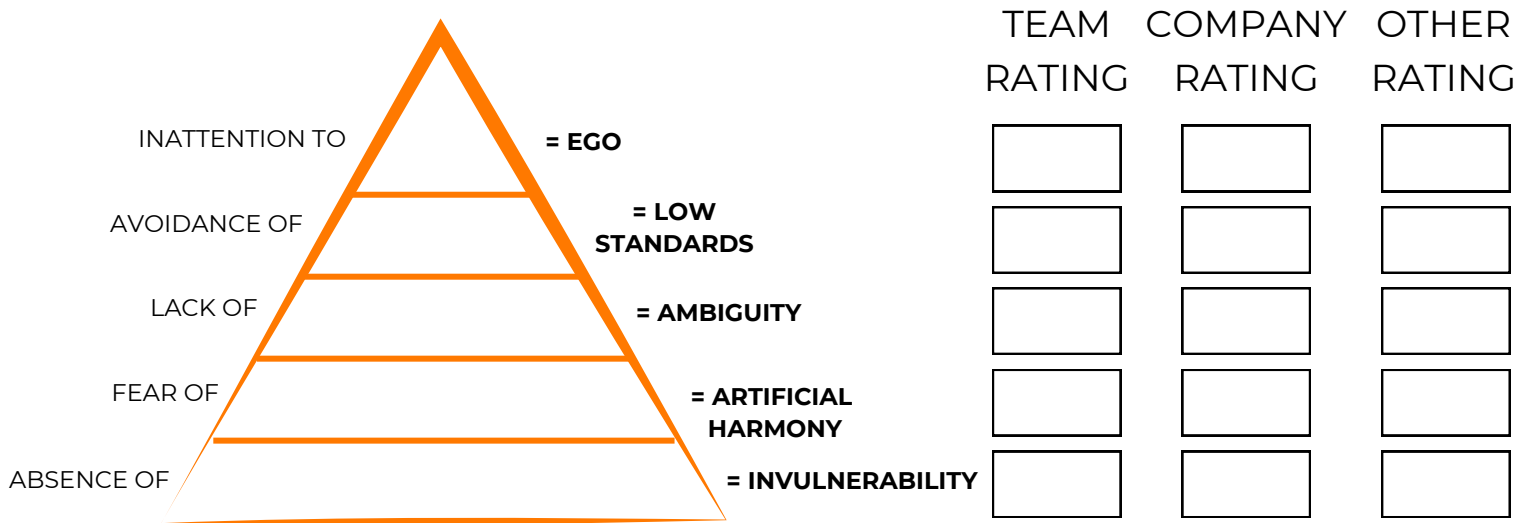
1

2

3



FIVE DYSFUNCTIONS OF A TEAM



▶ What observations can you be made from the comparison of your ratings?

▶ What would a 10/10 rating in Trust look like at your company?

▶ What actions will you take to make incremental progress in Trust?

- 1

- 2

- 3



NOTES



5 BE'S OF TRUST

Authentic Trust is the foundation of strong relationships and high performing teams. Incorporate the approaches below to accelerate trust personally and professionally.

Write down how you plan to put each of the 5 BE's of Trust into action

BE A



BE INTERESTED

BE INTENTIONAL

BE HELPFUL

BE SELF-AWARE



NETWORK NURTURE

A healthy network of High-Trust relationships can make tremendous difference in your life both personally and professionally.

▶ Which relationships will you focus on building/nurturing using the tools from this session?

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

▶ What action will you take to make this happen?

