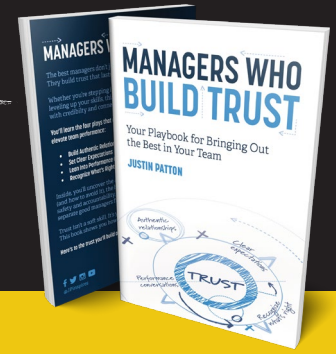


# Managers Who Build Trust



WHERE MANAGERS STOP LEARNING ABOUT TRUST AND START PRACTICING IT

## WORKSHOP DESCRIPTION

**Being a manager is hard. Some days it genuinely sucks.**

Nobody tells you that when they hand you the title. They tell you about the influence and the opportunity. They leave out the team member who checked out, the performance conversation you've been dreading, and the expectation you forgot to set until it was too late.

Most managers aren't struggling because they don't care. They're struggling because nobody ever gave them a real playbook and the time to practice it. This workshop is both.

Managers Who Build Trust takes the four plays from Justin Patton's signature framework and moves them from concept into practice. Managers don't just learn what great looks like. They do it. With real scenarios from their own organizations. With peer feedback on what's working and what isn't. With a clear picture of where they're leading well and where they have room to grow.

The four plays — Build Authentic Relationships, Set Clear Expectations, Lean Into Performance Conversations, and Recognize What's Right — aren't theory. They're the behaviors that separate the managers people want to work for from the ones they're quietly trying to get away from.

Great managers don't just manage people. They move people. They are the single most important factor in whether someone stays or leaves, grows or stagnates, gives their best or protects what's left. This workshop is how organizations make great management the standard. Not the exception.

## PROGRAM OBJECTIVES

- ✓ Build an authentic relationship with a team member using a proven framework
- ✓ Set expectations so clearly that your team could repeat them back to you
- ✓ Navigate a performance conversation using a structured model and leave with feedback
- ✓ Recognize a team member in a way that is specific, meaningful, and culturally reinforcing
- ✓ Leave with a personal manager action plan

## TESTIMONIAL OF PROGRAM

"On behalf of the ELT, the three-hour ELD workshop was time very well spent. Justin provided us with some great examples and practical approaches for us to build a corporate culture based on trust. He kept everyone highly engaged."

**GARY BRADBURY**, COO at National Rural Utilities Cooperative Finance Corporation

