

MANAGERS WHO BUILD TRUST

BUILDING TEAMS YOUR BEST PEOPLE NEVER WANT TO LEAVE

Keynote

KEYNOTE DESCRIPTION

The biggest mistake managers make isn't micromanaging. It's undermanaging.

Most managers got promoted because they were great at the work. Then nobody showed them how to lead the people doing it. So they leave expectations vague. They put off the hard conversation. They take on work that isn't theirs. They try so hard to be liked that nobody gets better.

That isn't a care problem. It's a playbook problem.

In this keynote, Justin Patton gives managers four practical plays to close the gap: build authentic relationships, set clear expectations, lean into performance conversations, and recognize what's right. Every play comes with a tool they can use the next day, from turning a vague ask into a clear expectation to opening the conversation they've been avoiding.

Because organizations thrive or die based on their middle managers. And the managers who build trust don't just get better results. They change people's lives.

Leadership isn't about the title you hold. It's about the trust you build.



PROGRAM OBJECTIVES

- ✓ Spot the six warning signs of undermanagement in themselves before their team does
- ✓ Build relationships that make people feel safe, seen, and worth investing in
- ✓ Turn vague asks into clear expectations with the SET model
- ✓ Have the performance conversations most managers avoid, and do it in a way that builds trust
- ✓ Recognize what's right in ways that fuel engagement and commitment to the team



502.797.3555



justin@justinpatton.com

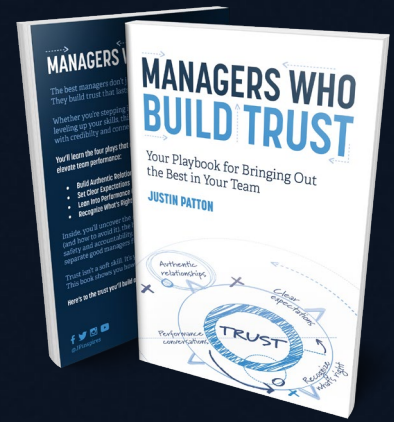


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PROGRAM BEST USED WHEN

- ✓ You're bringing managers from every level together and want them leaving with tools they'll use the next day
- ✓ You have a cohort of new managers who were promoted without much formal training
- ✓ You're preparing high performers to step into management in the next year or two
- ✓ You run a leadership development program and want a shared playbook built into it
- ✓ Your best people are leaving because of their manager, not the work



WHAT CLIENTS ARE SAYING

"We are seeing and hearing all types of positive results 30 days after your session about managers leading not only in the right direction, but in the right way."

MATTHEW PERRY, *Chief People Officer at KMAC*

FOR YOUR PROGRAM GUIDE

USE THIS VERSION FOR YOUR PROGRAM GUIDE, AGENDA, OR EVENT APP.

The biggest mistake managers make isn't micromanaging. It's undermanaging.

You got promoted because you were great at the work. Then nobody showed you how to lead the people doing it. That isn't a care problem. It's a playbook problem.

Justin Patton gives you four practical plays for building the kind of trust that makes everything else easier: build authentic relationships, set clear expectations, lean into performance conversations, and recognize what's right. You'll leave with tools you can use in your very next one-on-one.

Leadership isn't about the title you hold. It's about the trust you build.



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