

JAY PEAK LEADERSHIP SERIES 2025



DEVELOPING THE NEXT GENERATION OF JAY PEAK LEADERSHIP

CONNECTING TO OUR VISION, MISSION, AND VALUES

VISION

We strive for an authentic, community driven Resort that derives its vitality from the on-mountain experience, respect for its history & what has come before it, and its team members whose energy and spirit are its foundation.

MISSION STATEMENT

Our focus and responsibility is to our guests and to our family of team members. All that we do is centered toward making them comfortable, safe and valued. We do this when we make decisions in alignment with our core values. We take special pride in helping our guests create unique memories by virtue of offering them a wide variety of recreation options, the highest level of authentically-great service, and honestly welcoming them to what we feel is the most special corner of the world.

CORE VALUES

Forethought and thorough analysis precede each and every decision we make at the resort. We benchmark decisions and actions in the context of these following six core values.

ROOTS & GROWTH

Our greatest strengths are rooted in the people who make up the Jay Peak team of employees. And while our unique past informs our future, it is guided by each person's dedication to growing and learning. Our commitment to always search for improvement, both personally and professionally, sets the Jay Peak team apart.

MAKING CONNECTIONS

We are about nurturing relationships, understanding and appreciating differences and tying individual stories into the larger one we are building together. Our interests, motivations and collective sense of wellbeing are inextricably linked to the feeling that we all belong to a greater narrative.

CREATING EXPERIENCES

Jay is a unique and special place and we want to share it with everyone who values unique and special places. We go beyond simply offering services; we aim to enhance experiences and create memories with genuine, quality engagement.

SAFETY & WELLBEING

It's more than just keeping you safe. The resort has an uncompromising dedication to the welfare of our employees and guests. We work hard to challenge industry standards and constantly improve upon our own internal benchmarks. We believe that any definition of our own success must connect to safe work spaces for employees, the safest possible environment for our guests and a belief that the wellbeing of both is something that requires constant focus.

COMMUNITY – INSIDE & OUT

The Raised Jay attitude is at our core, steeped in deeply Vermonter values (hard work, authenticity, respect, generosity) and extends beyond the resort footprint to encompass regions that make up the broader Jay Peak community. As our circles of community widen, so do our successes.



JAY PEAK LEADERSHIP SERIES 2025

✓ Session I (January)	✓ Session II (February)	✓ Session III (April)	Session IV (June)	Session V (October)	Session IV (TBD)	Example Future Sessions
Leading with Authenticity Through Emotional Intelligence ○ Self-Awareness ○ Self-Management ○ Social Awareness (Empathy) ○ Relationship Management (Social Skills)	Fostering Engaged Employees by Connecting to Purpose ○ Setting Goals & Expectations ○ Recognizing Success ○ Giving Constructive Feedback ○ Receiving Feedback	Communicating and Influencing with Impact ○ Verbal Communication ○ Active Listening ○ Written Communication	Coaching for Success ○ Delegating for Development ○ Growing Employee Capability ○ Enabling a Learning and Continuous Improvement Culture	Creating a Fearless Team ○ Building trust ○ Psychological safety ○ Dependability ○ Structure & clarity ○ Meaning ○ Purpose	Managing Productive Conflict ○ Conflict Model principles. ○ Separate people from problems and focus on interests ○ Brainstorm creative solutions and use objective criteria	▪ Solving Problems to Root Cause ▪ Making High Impact Decisions ▪ Driving Change Through Personal Resilience

RECAP FROM PREVIOUS SESSIONS (1 OF 2)

99% responded favorably to: "The session provided actionable tactics that I can immediately apply in my role."

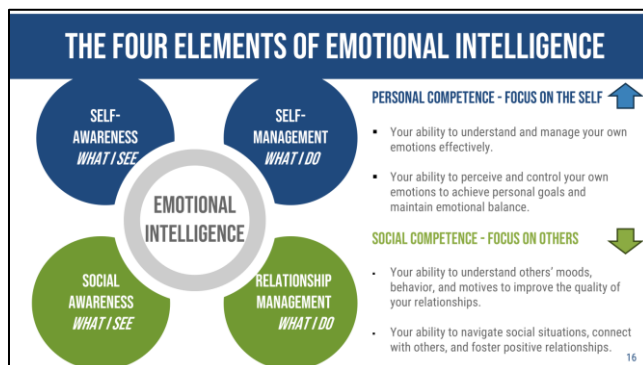
Leading with Authenticity & Emotional Intelligence Session #1

98% responded favorably to: "The session provided actionable tactics that I can immediately apply in my role."

Fostering Engaged Employees Session #2

95% responded favorably to: "The session provided actionable tactics that I can immediately apply in my role."

Communicating and Influencing with Impact Session #3



EXERCISE: EMOTIONAL INTELLIGENCE ASSESSMENT

SEE HANDOUT

Instructions: For each statement, rate yourself on a scale from 1 to 5
1 = Rarely 2 = Occasionally 3 = Sometimes 4 = Often 5 = Always

Self-Awareness	Self-Management	Social Awareness	Relationship Management
— I recognize how my emotions affect my thoughts and actions.	— I stay calm under pressure and manage my emotional responses effectively.	— I can easily sense how others are feeling, even when they don't express it.	— I build and maintain strong, positive relationships with others.
— I can identify what triggers my emotions in different situations.	— I avoid impulsive reactions and consider the consequences of my actions.	— I make an effort to understand the perspectives and needs of others.	— I resolve conflicts effectively and strive for win-win outcomes.
— I understand my strengths and limitations clearly.	— I adapt well to unexpected challenges or changes.	— I adjust my communication style based on the emotions and preferences of others.	— I inspire and influence others with my communication and leadership abilities.
Score: _____	Score: _____	Score: _____	Score: _____

Total Score: _____



THE GALLUP 12 ... 12 ELEMENTS OF GREAT MANAGING

(1) I know what is expected of me at work.	(7) At work, my opinions seem to count.
(2) I have the materials and equipment I need to do my work right.	(8) The mission or purpose of my company makes me feel my job is important.
(3) At work, I have the opportunity to do what I do best every day.	(9) My associates or fellow employees are committed to doing quality work.
(4) In the last seven days, I have received recognition or praise for doing good work.	(10) I have a best friend at work.
(5) My supervisor, or someone at work, seems to care about me as a person.	(11) In the last six months, someone at work has talked to me about my progress.
(6) There is someone at work who encourages my development.	(12) This last year, I have had opportunities at work to learn and grow.



THE 3 KEY APPLICATIONS OF ACTIVE LISTENING

ACTIVE LISTENING

- Attending**
 - Giving full body language and presence
- Understanding**
 - Asking clarifying, open-end questions and summarizing
- Responding**
 - Paraphrasing, validating emotions, reflecting feelings and providing thoughtful responses

RECAP FROM PREVIOUS SESSIONS (2 OF 2)

97% responded favorably to: "The session provided actionable tactics that I can immediately apply in my role."



Coaching for Success: Developing My Team Session #4

Three Frameworks to Develop, Coach, & Grow My Team

Growth vs.
Fixed
Mindset

70-20-10
Learning
Model

Coaching vs.
Directing

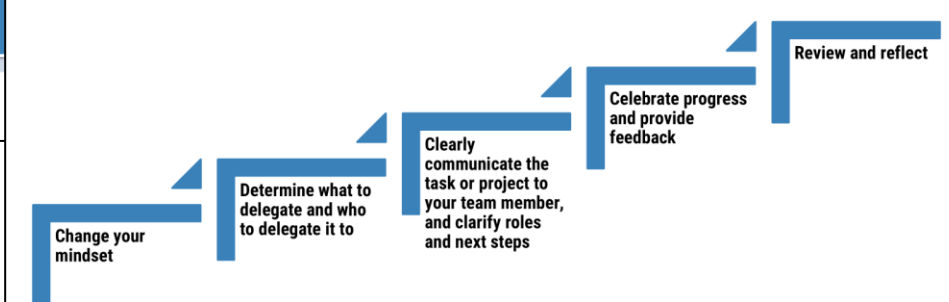
GROWTH VS. FIXED (PERFORMANCE) MINDSET

Believe:		Believe:
People can learn, develop, and grow through effort, feedback, and perseverance	"Failure is an opportunity to grow."	"Failure is the end of performance."
Abilities can be developed through dedication and hard work	"Challenge yourself."	
	"I can learn from this."	
	"My effort determines my success."	
	"I am capable of more."	
	"I like the challenge of new things."	

70-20-10 MODEL OF DEVELOPMENT

Experiences	Connections	Programs

DELEGATION 101



```
graph TD; A[Change your mindset] --> B[Determine what to delegate and who to delegate it to]; B --> C[Clearly communicate the task or project to your team member, and clarify roles and next steps]; C --> D[Celebrate progress and provide feedback]; D --> E[Review and reflect];
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Source: Learning to delegate as first-time manager (HBR_2024)



Creating a Fearless Team

Session #5

TODAY'S SESSION OBJECTIVES

After this leadership session, you will be able to:

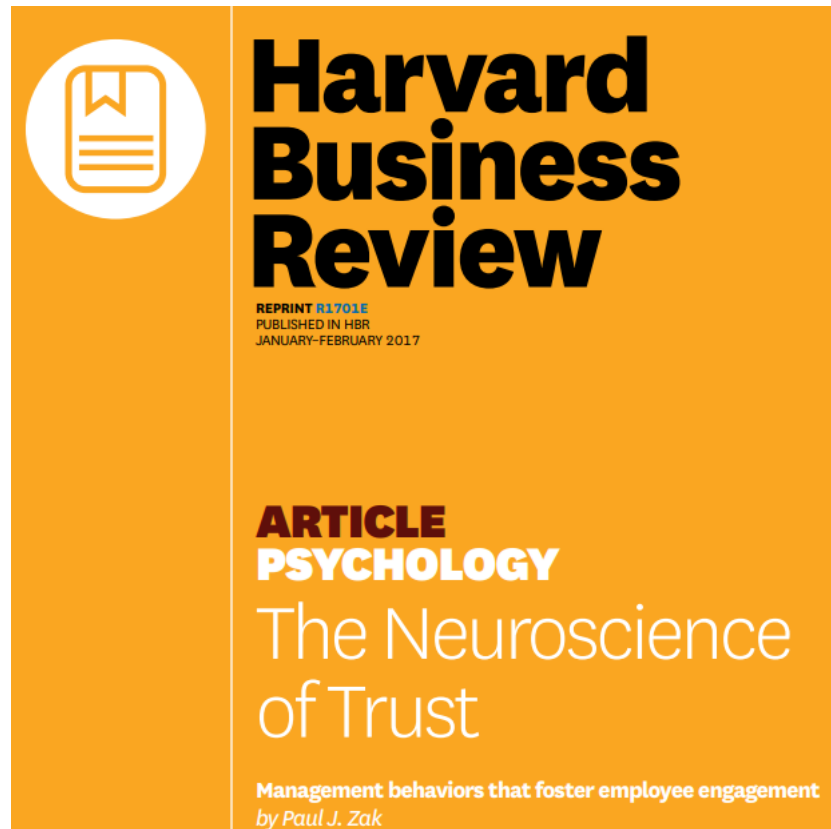
- ☐ Define what trust and psychological safety mean in a team and organizational context, and explain how they drive performance, innovation, and engagement
- ☐ Recognize the key behaviors that build or erode trust and psychological safety in day-to-day interactions
- ☐ Identify their personal trust opportunities (authenticity, logic, or empathy) using the Trust Triangle framework and reflect on how it shows up under pressure
- ☐ Apply practical strategies to foster psychological safety on their teams
- ☐ Commit to one or more behaviors that will strengthen trust and psychological safety within your team or peer group
- ☐ Be prepared to apply what you learn back on the job

BUILDING TRUST

**What makes you trust
a leader or manager?
A Peer? A direct
Report?**

WHY FOCUS ON TRUST?

Compared to employees at low-trust companies, Employees at high trust companies report ...



106%
more energy
at work

74%
less stress

40%
less burnout

76%
more
engagement

13%
fewer sick
days

50%
higher
productivity

29%
more satisfaction
with their lives

ELEMENTS OF TRUST

- ❑ Trust is built in small, consistent moments
- ❑ Your intent, actions, and follow-through shape how people experience you
- ❑ It's not about being perfect—it's about being present, honest, and reliable
- ❑ Trust is one of the most essential forms of capital you have
- ❑ Your job is to create the conditions for your people to fully realize their own capacity and power
- ❑ It's about empowering other people as a result of your presence, and about making sure that your impact continues into your absence

EXERCISE: BUILDING AND BREAKING TRUST

- ☐ Think about when someone at work (1) built or deepened your trust and (2) broke or weakened your trust.
- ☐ Who was involved?
- ☐ What specifically happened?
- ☐ What was the outcome?

Trust Builders	Trust Breakers
The situation:	The situation:
The specific behavior(s) that built or deepened trust:	The specific behavior(s) that broke or weakened trust:
How did it make you feel?:	How did it make you feel?:
What do you learn?	What do you learn:

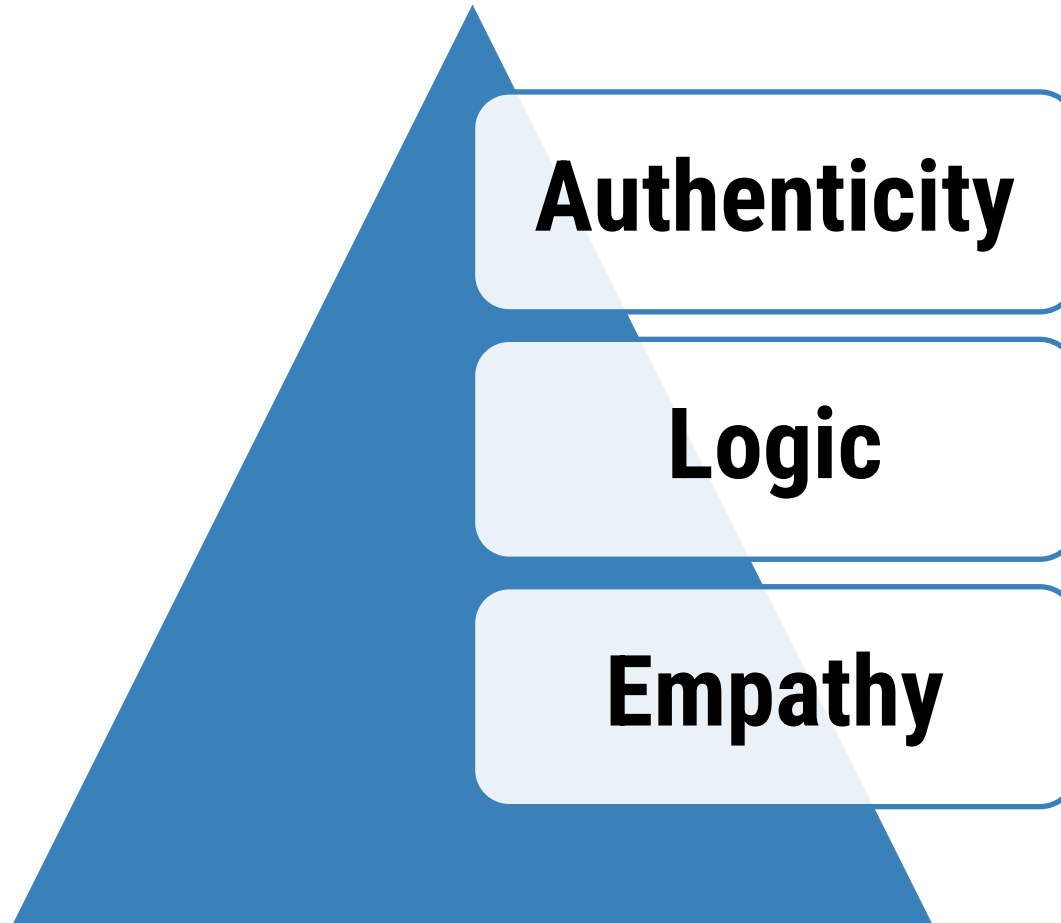
SMALL GROUP DISCUSSION



**How do you build
trust?**

THE TRUST TRIANGLE

*When trust is lost,
it can almost
always be traced
back to a
breakdown in one
of these three
drivers of trust.*



EXERCISE: IDENTIFYING YOUR TRUST OPPORTUNITY

Instructions: For each statement, rate yourself on a scale from 1 to 5

1 = Rarely **2** = Occasionally **3** = Sometimes **4** = Often **5** = Consistently

Authenticity (Do others see the real you?)	Logic (Do others believe you have good judgment and expertise?)	Empathy (Do others feel like you genuinely care about them?)
— I express my true thoughts and values—even when it's uncomfortable. # — People would say I show up the same way with everyone, regardless of level or status. # — I am clear and honest about what I believe and where I stand. #	— I can explain my reasoning clearly and concisely when I make decisions. # — People trust the quality of my thinking and problem-solving. # — I stay calm and confident—even under pressure. #	— I make others feel heard, especially when they're frustrated or uncertain. # — I stay fully present in conversations, without distractions. # — I ask thoughtful questions that show genuine interest in others' perspectives. #
Score: #	Score: #	Score: #

Total Score: #

THE TRUST TRIANGLE



**Harvard
Business
Review**

REPRINT #12000111
PUBLISHED IN HBR
MAY-JUNE 2020

**ARTICLE
MANAGING PEOPLE**

Begin with Trust

The first step to becoming a genuinely empowering leader
by Frances Frei and Anne Morriss

Authenticity

I experience the real you

***Are you showing up as the real
you?***

***Are you misrepresenting some
part of yourself or your story?***

Authenticity

Logic

Empathy

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— People would say I show up the same way with everyone, regardless of level or status. #		
— I am clear and honest about what I believe and where I stand. #		
Score: #	Score: #	Score: #
Total Score: #		

THE TRUST TRIANGLE

Logic

*I know you can do it;
your reasoning and
judgment are sound*

*Do your ideas and
decisions make sense?*

*How's the rigor of your
analysis or your ability
to execute on an
ambitious plan?*

Authenticity

Logic

Empathy



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Empathy

*I believe you care about
me and my success*

*Do you care about
others and understand
their perspective?*

*Are you putting your
own interests first?*

Authenticity

Logic

Empathy

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Instructions: For each statement, rate yourself on a scale from 1 to 5

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Score: #	Score: #	Score: #

Total Score: #

SELF-REFLECTION: YOUR TRUST OPPORTUNITY

Your Initial Reactions	Your Strengths	Your Growth Opportunities	My Next Step Actions
○ How do you feel about your results (e.g., surprised, validated, confused)? ○ Do your scores align with your self-perception? Why or why not?	○ Which was the strongest and where you want to be? ○ How do these strengths show up?	○ Which needs more focused attention and is not quite where you want to be? ○ How might these areas be limiting your success or relationships?	○ Based on what I learned, I am going to commit to:

SMALL GROUP DISCUSSION

- *Which of these do you lead with?*
- *Which do you need to build?*
- *Do you see these in the situations you used in the build / break trust exercise?*



THE TRUST TRIANGLE



Authenticity

Logic

Empathy

**How do you rebuild
trust?**

STEPS TO REBUILD TRUST IN A WORK RELATIONSHIP

ACKNOWLEDGE --- APOLOGIZE --- ACT --- ASK



STEPS TO REBUILD TRUST IN A WORK RELATIONSHIP

ACKNOWLEDGE --- APOLOGIZE --- ACT --- ASK



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STEPS TO REBUILD TRUST IN A WORK RELATIONSHIP

ACKNOWLEDGE --- APOLOGIZE --- ACT --- ASK



STEPS TO REBUILD TRUST IN A WORK RELATIONSHIP (1 OF 2)

Step	Actions	Say
Own the Break in Trust	- Acknowledge your role—even if it wasn’t intentional or solely your fault. - Avoid defensiveness, justifications, or blame - Focus on your behavior and its impact—not your intent	“I want to recognize that something broke in our working relationship. I may not fully understand the impact yet, but I take responsibility for how we got here.”
Invite Honest Feedback	- Create a safe space for the other person or team to express how they experienced the situation. - Listen without interrupting - Validate their experience, even if it’s hard to hear	“I’d really value your perspective. If you’re open to it, I’d like to understand what I did—or didn’t do—that affected your trust.”
Acknowledge the Impact	- Show you’ve truly heard and understand what happened—emotionally and practically. - Focus on empathy, not excuses ✓ - Acknowledge what they needed and didn’t get from you	“I can see that when I missed that deadline/dismissed your idea/spoke sharply in that meeting, it made you feel unheard and unsupported.”
Make a Meaningful Apology	- Go beyond “I’m sorry”—be specific and sincere. - Avoid vague or generic apologies - Don’t ask for immediate forgiveness—rebuilding takes time	“I’m sorry for how I handled that situation. I regret that it made you question whether you can count on me or speak up around me. That wasn’t my intention—but I know intent doesn’t erase the impact.”

STEPS TO REBUILD TRUST IN A WORK RELATIONSHIP (2 OF 2)

Step	Actions	Say
Commit to Specific Change	• State what you'll do differently, and how they'll know. • Make behavioral commitments • Ask for feedback along the way	"Moving forward, I'm committed to doing X and Y to rebuild trust. Please hold me accountable—and let me know if I fall short."
Rebuild Consistently Over Time	• Trust is rebuilt through small, consistent moments of reliability, honesty, and care. • Keep your promises—big and small • Communicate transparently, especially when things change • Be generous with your trust in others (it encourages reciprocity)	"Since we last talked, I hope you've seen a consistent change in me and understand how I care about you and our relationship."
Reflect and Check In	• After a few weeks, check in to ask how things feel now. • Shows humility and growth mindset • Keeps trust top of mind and open for discussion	"I wanted to check in—have things felt better between us? Is there anything more I can do to continue earning your trust?"

STEPS TO REBUILD TRUST IN A WORK RELATIONSHIP

STEPS TO REBUILD TRUST IN A WORK RELATIONSHIP (1 OF 2)

Step	Actions	Say
Own the Break in Trust	- Acknowledge your role—even if it wasn't intentional or solely your fault. - Avoid defensiveness, justifications, or blame - Focus on your behavior and its impact—not your intent	"I want to recognize that something broke in our working relationship. I may not fully understand the impact yet, but I take responsibility for how we got here."
Invite Honest Feedback	- Create a safe space for the other person or team to express how they experienced the situation. - Listen without interrupting - Validate their experience, even if it's hard to hear	"I'd really value you if you're open to it, I want to hear what I did—or didn't do—that hurt your trust."
Acknowledge the Impact	- Show you've truly heard and understand what happened—emotionally and practically. - Focus on empathy, not excuses ✓ - Acknowledge what they needed and didn't get from you	"I can see that when I missed the deadline/didn't listen, it hurt you. I'm sorry I didn't hear you more sharply in that moment. I understand how unheard and unsupported you must have felt."
Make a Meaningful Apology	- Go beyond "I'm sorry"—be specific and sincere. - Avoid vague or generic apologies - Don't ask for immediate forgiveness—rebuilding takes time	"I'm sorry for how I handled the situation. I regret the way I questioned whether you were capable or speak up around my intention—but I know I can't erase the impact."

STEPS TO REBUILD TRUST IN A WORK RELATIONSHIP (2 OF 2)

Step	Actions	Say
Commit to Specific Change	- State what you'll do differently, and how they'll know. - Make behavioral commitments - Ask for feedback along the way	"Moving forward, I'm committed to doing X and Y to rebuild trust. Please hold me accountable—and let me know if I fall short."
Rebuild Consistently Over Time	- Trust is rebuilt through small, consistent moments of reliability, honesty, and care. - Keep your promises—big and small - Communicate transparently, especially when things change - Be generous with your trust in others (it encourages reciprocity)	"Since we last talked, I hope you've seen a consistent change in me and understand how I care about you and our relationship."
Reflect and Check In	- After a few weeks, check in to ask how things feel now. - Shows humility and growth mindset - Keeps trust top of mind and open for discussion	"I wanted to check in—have things felt better between us? Is there anything more I can do to continue earning your trust?"

**What's one action
About building trust
are you taking with
you?**

BUILDING A FEARLESS ORGANIZATION

**What makes you
speak up or stay silent
in a team setting?**

**How would your team
respond to: “Is this a
place where I can
speak up, ask
questions, and take
risks without fear?”**

On an episode of HBO's VEEP, President Selena Myer (Julia Louis Dreyfus) asks her chief of staff Amy Brookheimer (Anna Chlumsky) to "prepare a full autopsy of the last campaign to specifically identify problem areas in the organization." This is the scene that ensues as Amy debriefs the senior campaign staff.

Meyer: "Ok, so Amy ..."

Amy: "Thank you ma'am ... I have put together a summary list of what I discovered were the most egregious flaws of our organization."

Meyer (talking over her): "I said this already, this is what I just said!"

Amy: "Great, **first** and foremost, there was reluctance on the part of the candidate to take responsibility for mistakes."

Meyer: "What?!, No, you were the one that made mistakes. What else, go on ..."

Amy: "**Second**, there was a culture of blame which made people feel unsafe expressing criticisms."

Meyer: "What dumb #\$%& said that?"

Amy: "Number **three**, an unwillingness to actually discuss strategies and share ideas with campaign staff."

Meyer: "Yah, alright, autopsy is now over ... Forget about it ... Oh my God ... how many pages is this, 500?"

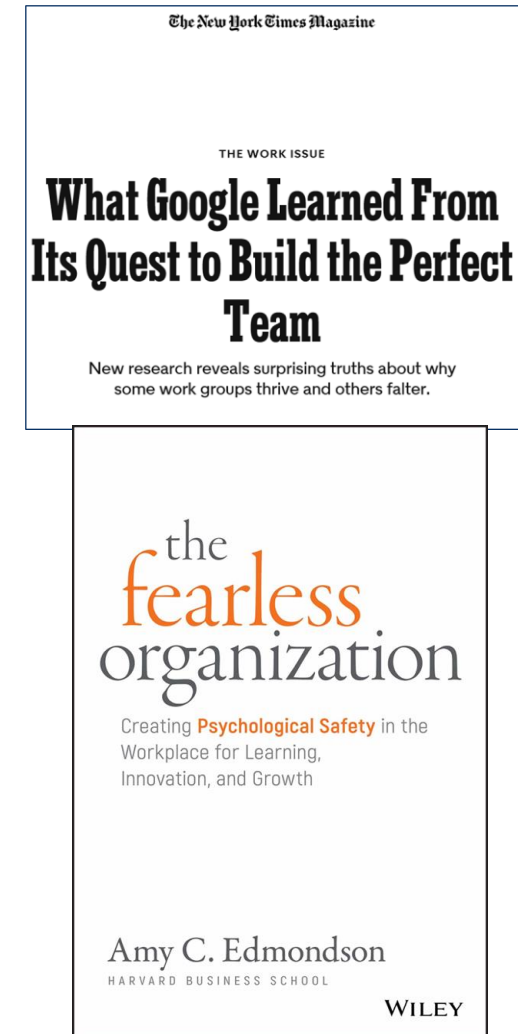
The report is thrown in the trash can.



**What Is psychological
safety?**

PSYCHOLOGICAL SAFETY DEFINED

- ❑ “Psychological safety is broadly defined as a climate in which people are comfortable expressing and being themselves.
- ❑ When people have psychological safety at work they feel comfortable sharing concerns and mistakes without fear of embarrassment or retribution.
- ❑ They are confident that they can speak up and won’t be humiliated, ignored, or blamed.
- ❑ They know they can ask questions when they are unsure about something.
- ❑ They tend to trust and respect their colleagues.
- ❑ When a work environment has reasonable high psychological safety, good things happen:
 - ❑ Mistakes are reported quickly so that prompt corrective action can be taken;
 - ❑ Seamless coordination across groups or departments is enabled, and
 - ❑ Potentially game-changing ideas for innovation are shared.” (p. xvi)



WHAT GOOGLE LEARNED ...

... FROM ITS QUEST TO BUILD THE PERFECT TEAM



DESCRIBE YOUR ACTIONS DRIVING YOUR TEAM’S SUCCESS

Dependability	Structure & Clarity	Meaning	Impact
My team members get things done on time and meet Jay Peak’s high bar for excellence.	My team members have clear roles, plans, and goals.	Work is personally important to my team members.	My team members think their work matters and creates change.

FEARLESS ORGANIZATION ASSESSMENT

Instructions: For each statement, rate your team on a scale from 1 to 5

1 = Rarely 2 = Occasionally 3 = Sometimes 4 = Often 5 = Always

Question	My Team's Average Rating	Why Am I Rating This Question This Way? What Behaviors Am I Doing? What Examples Do I Have?
If you make a mistake on this team, it is often held against you.		
Members of this team are able to bring up problems and tough issues.		
People on this team sometimes reject others for being different.		
It is safe to take a risk on this team.		
It is difficult to ask other members of this team for help.		
No one on this team would deliberately act in a way that undermines my efforts.		
Working with members of this team, my unique skills and talents are valued and utilized.		

SMALL GROUP DISCUSSION



WHAT PSYCHOLOGICAL SAFETY IS NOT

Misconceptions

- Psychological Safety Means **Being Nice**
- Psychological Safety Means **Getting Your Way**
- Psychological Safety Means **Job Security**
- Psychological Safety **Requires a Trade-Off with Performance**
- Psychological Safety **Is a Policy**
- Psychological Safety **Requires a Top-Down Approach**



Magazine Article / Leadership

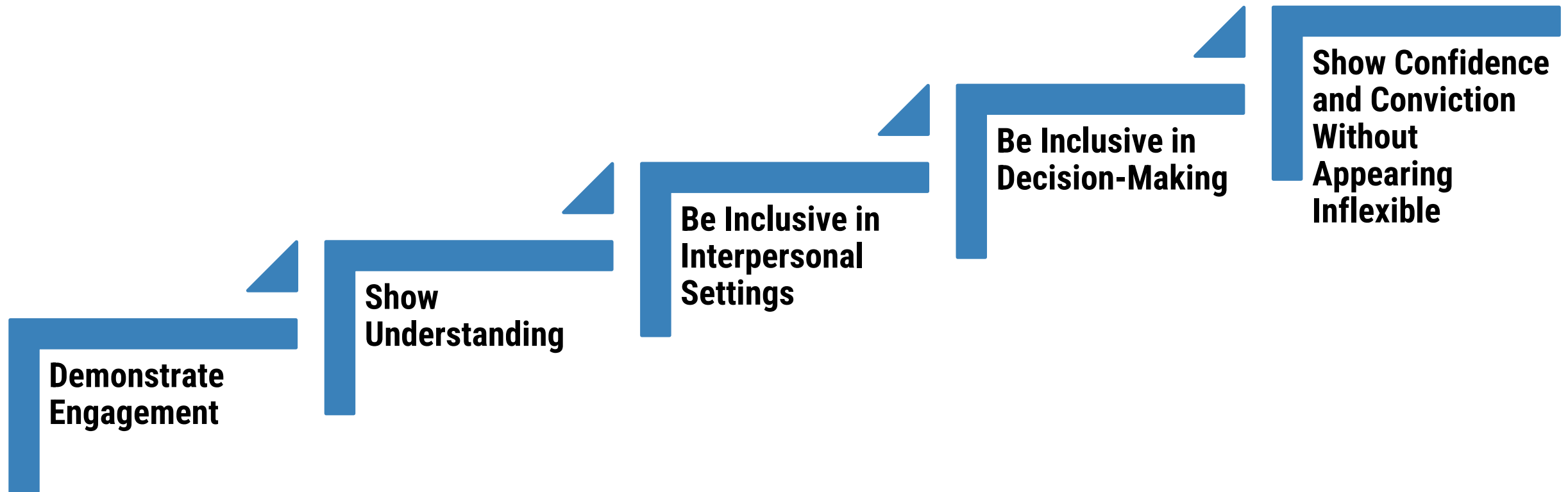
What People Get Wrong About Psychological Safety

Six misconceptions that have led organizations astray. *by Amy C. Edmondson and Michaela J. Kerrissey*

From the Magazine (May-June 2025) / Reprint R2503D

**How do you foster
Psychological Safety
on your teams?**

STEPS TO FOSTERING PSYCHOLOGICAL SAFETY



DEMONSTRATE ENGAGEMENT

- ☐ Be present and focus on the conversation (e.g., close your laptop during meetings)
- ☐ Ask questions with the intention of learning from your teammates
- ☐ Offer input, be interactive, and show you're listening
- ☐ Respond verbally to show engagement ("That makes sense. Tell us more.")
- ☐ Be aware of your body language; make sure to lean towards or face the person speaking
- ☐ Make eye contact to show connection and active listening

SHOW UNDERSTANDING

- ☐ Recap what's been said to confirm mutual understanding/alignment (e.g., "What I heard you say is..."); then
- ☐ acknowledge areas of agreement, disagreement, and be open to questions within the group
- ☐ Validate comments verbally ("I understand." "I see what you're saying.")
- ☐ Avoid placing blame ("Why did you do this?") and focus on solutions ("How can we work toward making sure this goes more smoothly next time?", "What can we do together to make a game plan for next time?")
- ☐ Think about your facial expressions- - are they unintentionally negative (a scowl or grimace)?
- ☐ Nod your head to demonstrate understanding during conversations/meetings

BE INCLUSIVE IN INTERPERSONAL SETTINGS

- ☐ Share information about your personal work style and preferences, encourage teammates to do the same
- ☐ Be available and approachable to teammates (e.g., make time for ad hoc 1:1 conversations, feedback sessions, career coaching)
- ☐ Clearly communicate the purpose of ad hoc meetings scheduled outside normal 1:1s/team meetings
- ☐ Express gratitude for contributions from the team
- ☐ Step in if team members talk negatively about another team member
- ☐ Have open body posture (e.g., face all team members, don't turn your back to part of the group)
- ☐ Build rapport (e.g., talk with your teammates about their lives outside of work)

BE INCLUSIVE IN DECISION-MAKING

- ☐ Solicit input, opinions, and feedback from your teammates
- ☐ Don't interrupt or allow interruptions (e.g., step in when someone is interrupted and ensure his/her idea is heard)
- ☐ Explain the reasoning behind your decisions (live or via email, walk team through how you arrived at a decision)
- ☐ Acknowledge input from others (e.g., highlight when team members were contributors to a success or decision)

SHOW CONFIDENCE & CONVICTION WITHOUT APPEARING INFLEXIBLE

- ☐ Manage team discussions (e.g., don't allow side conversations in team meetings, make sure conflict isn't personal)
- ☐ Use a voice that is clear and audible in a team setting
- ☐ Support and represent the team (e.g., share team's work with senior leadership, give credit to teammates)
- ☐ Invite the team to challenge your perspective and push back
- ☐ Model vulnerability; share your personal perspective on work and failures with your teammates
- ☐ Encourage teammates to take risks, and demonstrate risk-taking in your own work

HOW TO FOSTER PSYCHOLOGICAL SAFETY IN YOUR TEAMS

PSYCHOLOGICAL SAFETY SCENARIOS

Team	Scenario	Description
1	Silence in a Team Meeting	You're leading a brainstorming session. You ask for ideas—but the team stays quiet. You sense hesitation or fear of being wrong.
2	Public Criticism of a Team Member	One team member harshly criticizes another in a meeting (e.g., "That's a terrible idea"). The mood shifts and the criticized teammate shuts down.
3	A Team Member Admits a Mistake	A team member tells you privately that they made a mistake in a client deliverable that could impact the outcome. They're nervous and visibly anxious.
4	A Junior Team Member Challenges an Idea in a Meeting	During a team meeting, a junior colleague disagrees with your proposed approach. The group goes quiet. All eyes are on you.
5	Someone Feels Left Out of a Decision	A teammate approaches you and says they were excluded from a key decision they believed they should have been involved in.

SMALL GROUP DISCUSSION

How would you respond as the manager in this situation to create a fearless organization?



**What's one behavior
you'll try this week to
create a fearless
organization?**

BRAINSTORM KEY TAKEAWAYS FROM SESSION #5



- ☐
- ☐
- ☐
- ☐
- ☐

Backup

**How do you build a
culture of trust?**

STEPS TO BUILDING A CULTURE OF TRUST

