

# **Foundations of Creating a Positive Experience by Building Trust & Intention**

**Building trust and maintaining strong relationships with staff through clear intentions, ongoing support, guidance, and open communication**

**Keith Wahl - July 25, 2023**



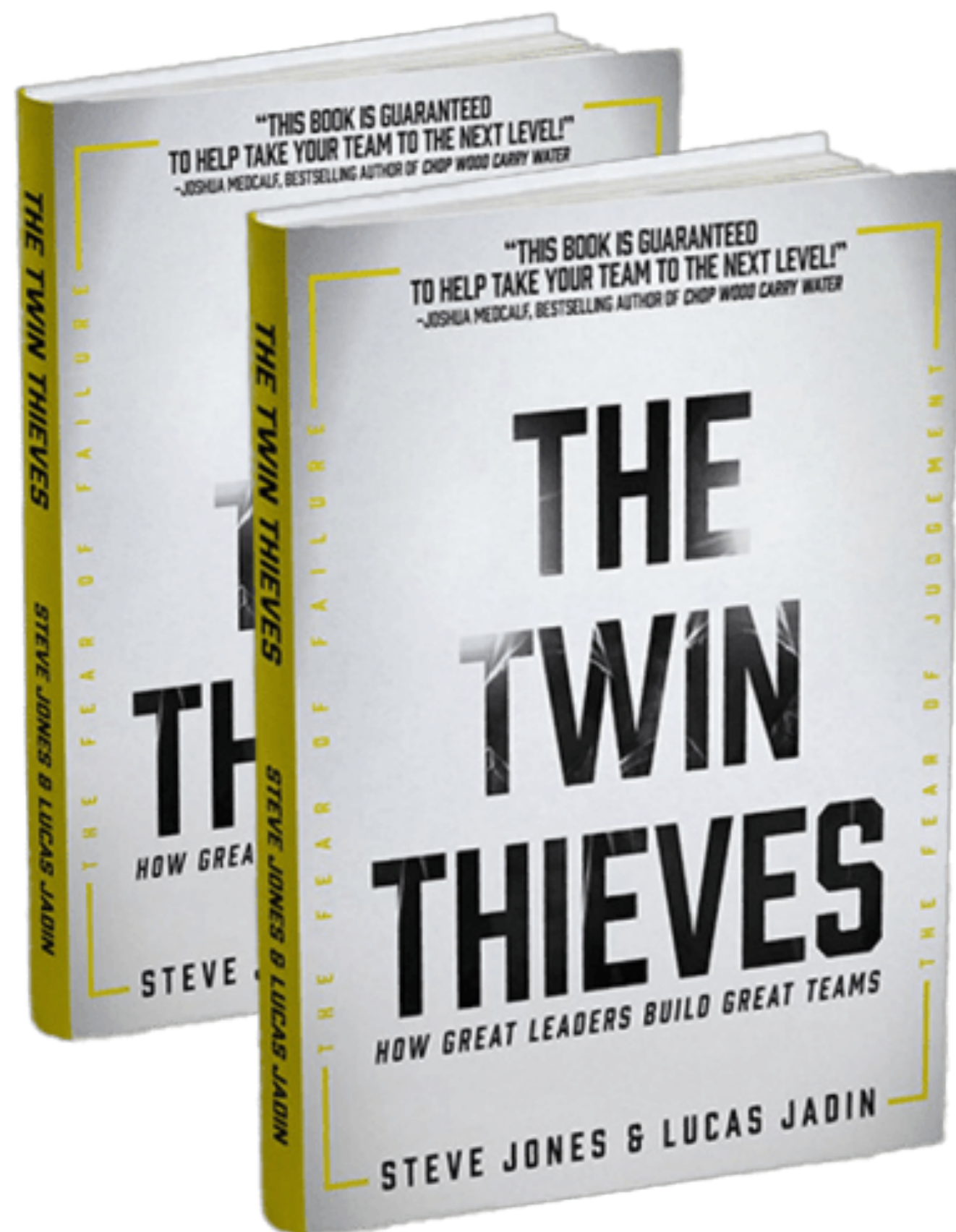




**TRUST =**

**CARE + CREDIBILITY + RELIABILITY**

**AUTHENTIC VULNERABILITY**



**JADIN | JONES**









CARE + CREDIBILITY + RELIABILITY

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HOW CAN YOU BUILD MORE

“TOUCHES” WITH AND

BECOME AN EXPERT IN

THOSE YOU LEAD?













# CARE + CREDIBILITY + RELIABILITY



**“A COMMON MISTAKE AMONG THOSE WHO WORK IN SPORT IS SPENDING A DISPROPORTIONAL AMOUNT OF TIME ON ‘X’S AND ‘O’S AS COMPARED TO TIME SPENT ON LEARNING ABOUT PEOPLE.” - MIKE KRZYZEWSKI**

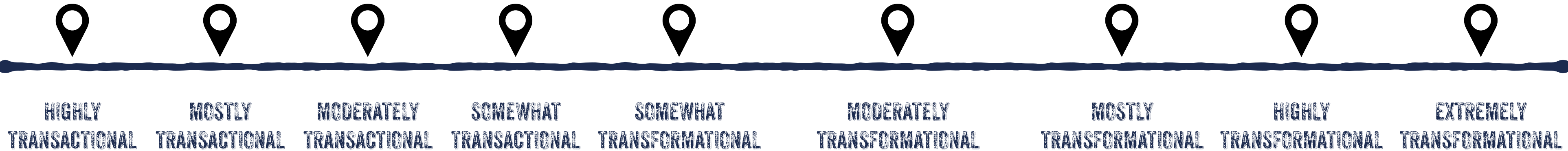
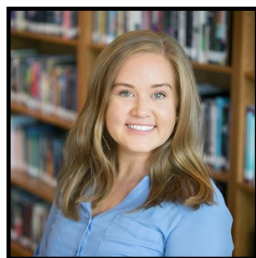
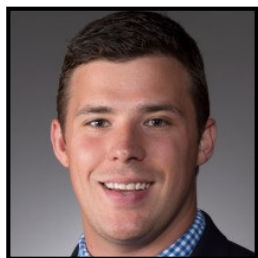


# CARE + CREDIBILITY + RELIABILITY

87.2		80.5		79.8		74.7		74.5	
 	 		 		 		 		
"Enthusiastic Encourager"	"Insightful Collaborator"		"Insightful Collaborator"		"Careful Implementer"		"Methodical Archtitect"		
Highly Transformational	Mostly Transformational		Mostly Transformational		Moderately Transformational		Somewhat Transformational		
7 - Entertaining Optimist (1,2)	9 - Peaceful Mediator (7,3)		2 - Supportive Advisor (8,7)		2 - Supportive Advisor (5,1)		8 - Protective Challenger (2,3)		













CARE + CREDIBILITY + RELIABILITY





# CARE + CREDIBILITY + RELIABILITY

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# CARE + CREDIBILITY + RELIABILITY





WE HAVE  
**UPHILL  
HOPES**

BUT  
**DOWNHILL  
HABITS**



CARE + CREDIBILITY + RELIABILITY

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THIS ADMINISTRATOR  
HAS WORKED WITH  
ME TO SET A  
PERSONAL GOAL FOR  
THE YEAR.

93-48  
(+45)



CARE + CREDIBILITY + RELIABILITY

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THIS ADMINISTRATOR  
HOLDS ME

ACCOUNTABLE TO THE  
GOALS I SET.

91-56

(+35)



CARE + CREDIBILITY + RELIABILITY

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THIS ADMINISTRATOR  
REALLY CHALLENGES  
ME TO GROW AS A  
COACH/LEADER.

100-65  
(+35)



CARE + CREDIBILITY + RELIABILITY

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THIS ADMINISTRATOR  
HAS GIVEN ME  
SPECIFIC FEEDBACK  
ON HOW I CAN GROW  
MY COACHING SKILLS  
AND ABILITIES.

96-59  
(+37)



CARE + CREDIBILITY + RELIABILITY

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THIS ADMINISTRATOR  
PROVIDES  
OPPORTUNITIES FOR  
ME TO IMPROVE MY  
TEACHING SKILLS.

100-73  
(+27)



# CARE + CREDIBILITY + RELIABILITY



## GOOD, BAD, UGLY MEETINGS

- COACH-LED MEETING
- GOOD - WHAT ARE YOUR WINS? WHAT'S GOING WELL?
- BAD - WHAT'S GOING POORLY THAT CAN BE ADDRESSED AND FIXED?
- UGLY - IS THERE ANYTHING HAPPENING THAT COULD AFFECT THE CULTURE?



CARE + CREDIBILITY + RELIABILITY

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HOW CAN YOU BECOME AN  
EXPERT IN YOUR SCHOOL,  
DEPARTMENT, AND FIELD?



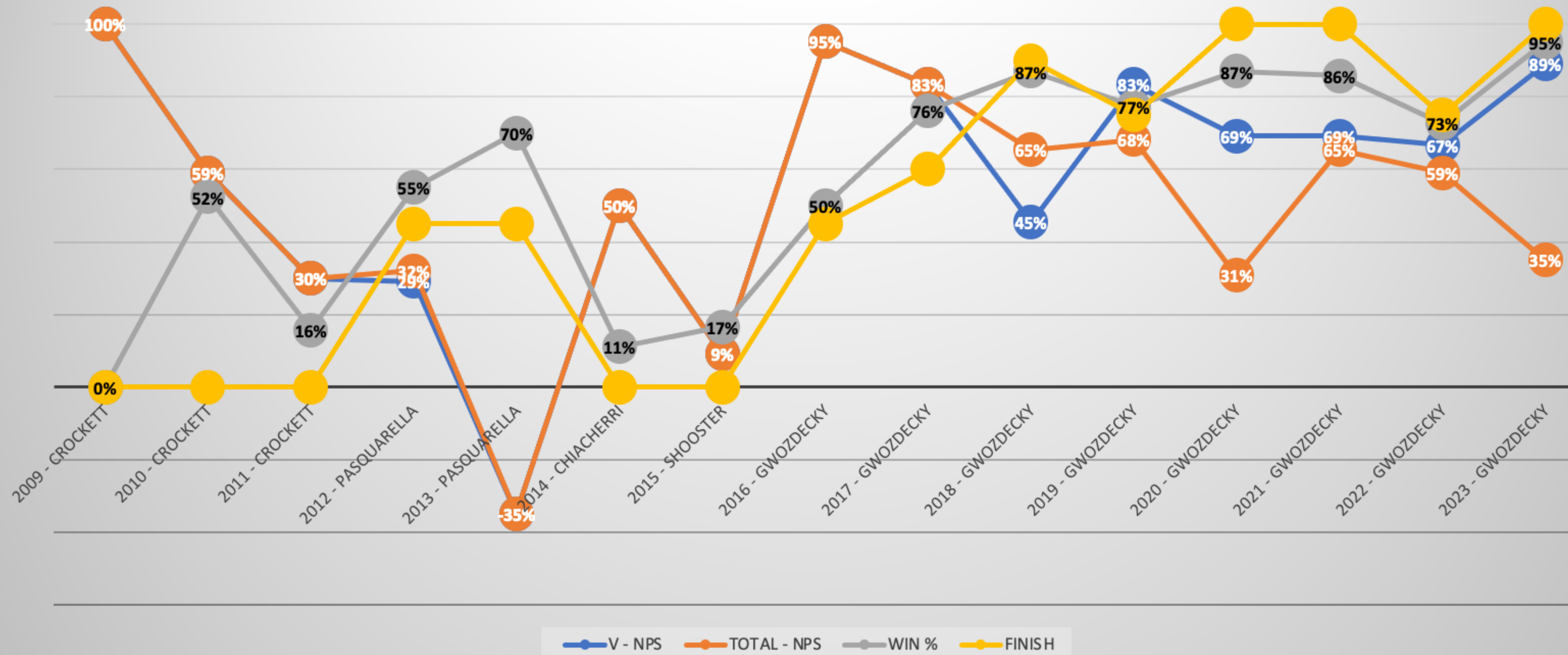
CARE + CREDIBILITY + RELIABILITY





# CARE + CREDIBILITY + RELIABILITY

## Ice Hockey





# CARE + CREDIBILITY + RELIABILITY

PREPARED FOR  
KEITH WAHL  
VALOR CHRISTIAN HIGH SCHOOL  
01 . 06 . 2023

## THE COACHING EFFECT SURVEY

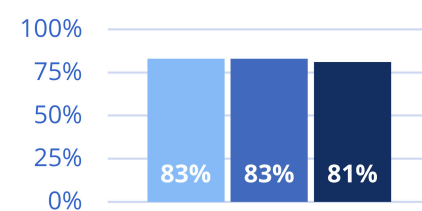


### COACHING THEME SCORES

These charts show the average positive score you received on the questions of the six coaching themes. It also compares your scores to your school average and Ecsell Sports client average. The responses to these questions were scored on a five-point scale from strongly disagree to strongly agree.

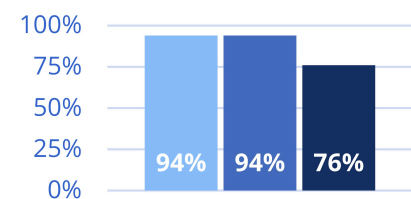
#### RELATIONSHIP/ CONNECTION

The depth and quality of respect, engagement, and trust between an administrator and their coaches.



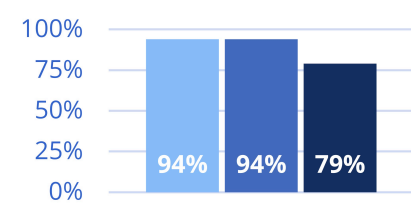
#### ORDER/ STRUCTURE

The execution of activities by an administrator that create an organized, consistent, and predictable school environment.



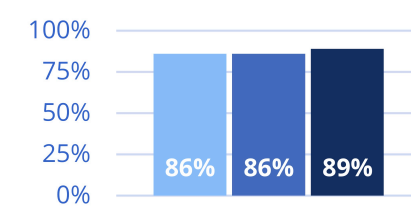
#### COMPLEXITY/ CHALLENGE

The fostering of a growth environment where the administrator pushes coaches beyond expected or previous levels of performance.



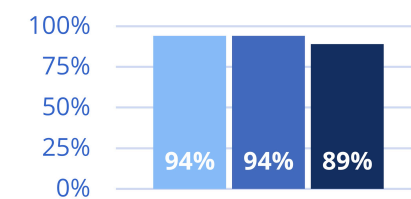
#### RELATIONSHIP/ PSYCH SAFETY

An administrator's ability to construct an environment that allows coaches to be their authentic self without fear of negative consequences.



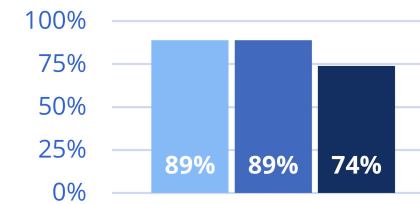
#### ORDER/ COMMUNICATION

An administrator's capacity to effectively share information, strategies, and expectations with their coaches.



#### COMPLEXITY/ SKILL DEVELOPMENT

An administrator's capacity to advance the competency and technique of coaches to help them perform to the best of their ability.



YOUR AVG SCHOOL AVG ECSSELL AVG



	Team		ALL AVG	IND AVG	TEAM AVG	ETOP AVG
	McGatlin					
<b>Coach Rating</b>	8.7	0.1	8.5	8.6	8.5	8.6
<b>Experience Rating</b>	8.2	-1.4	8.5	8.5	8.4	9.6
<b>Life Impact Rating</b>	8.9	0.1	8.8	8.4	8.9	8.8
<b>Relationship / Connection (Connect)</b> - The depth and quality of respect, engagement, and trust between a coach and their student-athletes.	85	-1	81	75	84	86
My coach makes playing this sport fun.	91	-3	84	86	83	94
My coach really cares about me.	93	-1	93	84	97	93
My coach makes me feel like I am an important part of the team.	77	-17	80	83	78	93
My coach really understands who I am as a person.	75	-19	75	67	79	84
My coach asks about my life outside of this sport.	89	-5	73	55	81	64
<b>Relationship / Psychological Safety (Connect)</b> - A coach's ability to construct an environment that allows student-athletes to be their authentic self without fear of negative consequences.	81	-5	75	75	75	80
It's easy to talk about difficult issues or problems with my coach.	64	-30	64	63	65	77
My coach makes sure teammates treat each other respectfully.	91	-3	90	89	91	92
My coach never overreacts.	98	4	68	65	70	73
My coach helps build my confidence.	73	-21	82	85	80	91
I never worry about how my coach will react if I make a mistake.	82	-12	70	73	68	68
<b>Order / Structure (Serve)</b> - The execution of activities by a coach that create an organized, consistent, and predictable team environment.	80	-6	76	77	75	80
My coach has worked with me to set a personal goal for the season.	59	-35	66	67	65	77
When my coach says they are going to do something, they always do it.	86	-8	78	86	75	92
My coach is well organized.	95	1	83	81	84	73
My coach has met with me one-on-one to discuss my role on the team.	70	-24	76	77	75	91
My coach always holds team members accountable when they don't meet expectations.	91	-3	75	74	75	68
<b>Order / Communication (Serve)</b> - A coach's capacity to effectively share information, strategies, and expectations with their student-athletes	89	3	82	82	82	80
My coach explains things in ways that are easy to understand.	91	-3	86	82	88	77
My coach never uses negative body language when they are upset.	86	-8	70	77	67	92
My coach is a good listener.	91	-3	90	95	88	73
My coach is great at sharing the information I need to know.	95	1	87	80	90	91
My coach gives me feedback in a way that works best for me.	80	-14	75	74	75	68
<b>Complexity / Challenge (Inspire)</b> - The fostering of a growth environment where the coach pushes student-athletes beyond expected or previous levels of performance	90	4	86	86	86	80
Even if it is sometimes uncomfortable, my coach pushes me to get better.	95	1	93	90	95	77
My coach talks about the importance of my mindset or attitude.	98	4	97	93	98	92
My coach brings positive energy to each practice.	98	4	85	94	81	73
I know I'm a better player because of this coach.	77	-17	78	74	80	91
When things get stressful, my coach is at their best.	82	-12	75	79	74	68
<b>Complexity / Skill Development (Inspire)</b> - A coach's capacity to advance the competency and technique of student-athletes to help them perform to the best of their ability	81	-5	80	75	83	80
I get individual feedback from my coach during every practice.	70	-24	72	65	75	77
My coach has told me specifically what I need to work on to improve how I play.	61	-33	73	64	77	92
My coach lets me know when I do something well.	91	-3	93	94	93	73
When I make a mistake, my coach always helps me learn from it.	91	-3	84	86	83	91
This coach is excellent at teaching me correct technique for playing this sport.	91	-3	80	67	86	68



# CARE + CREDIBILITY + RELIABILITY

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# CARE + CREDIBILITY + RELIABILITY





**CARE + CREDIBILITY + RELIABILITY**

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**HOW CAN YOU USE TECHNOLOGY  
TO DRIVE YOUR MESSAGE, YOUR  
CULTURE, AND SHOW YOUR  
DESIRE TO CARE, BE CREDIBLE,  
AND RELIABLE?**



# CARE + CREDIBILITY + RELIABILITY

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