

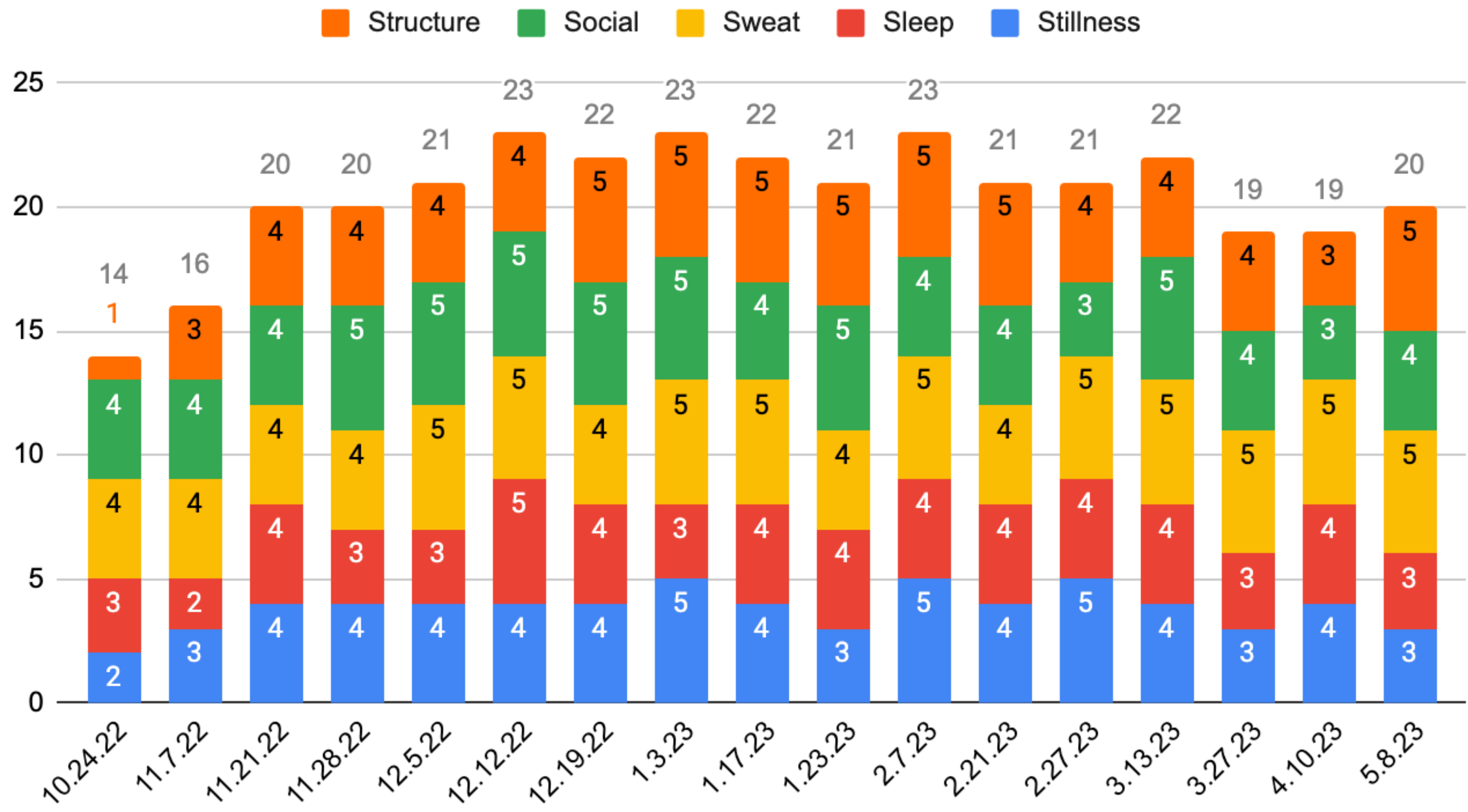
CARE + CREDIBILITY + RELIABILITY



CARE + CREDIBILITY + RELIABILITY



CARE + CREDIBILITY + RELIABILITY



CARE + CREDIBILITY + RELIABILITY

WHAT ARE YOUR WINS?

WHY FOCUSING ON WINS IS THE KEY TO SUCCESS IN PRACTICE & LIFE



CARE + CREDIBILITY + RELIABILITY

QUICK
HITS

- Golf Tournament - Thanks!
- Anyone have anything? Questions? Needs?

CARE + CREDIBILITY + RELIABILITY



CARE + CREDIBILITY + RELIABILITY



CARE + CREDIBILITY + RELIABILITY



Google Drive

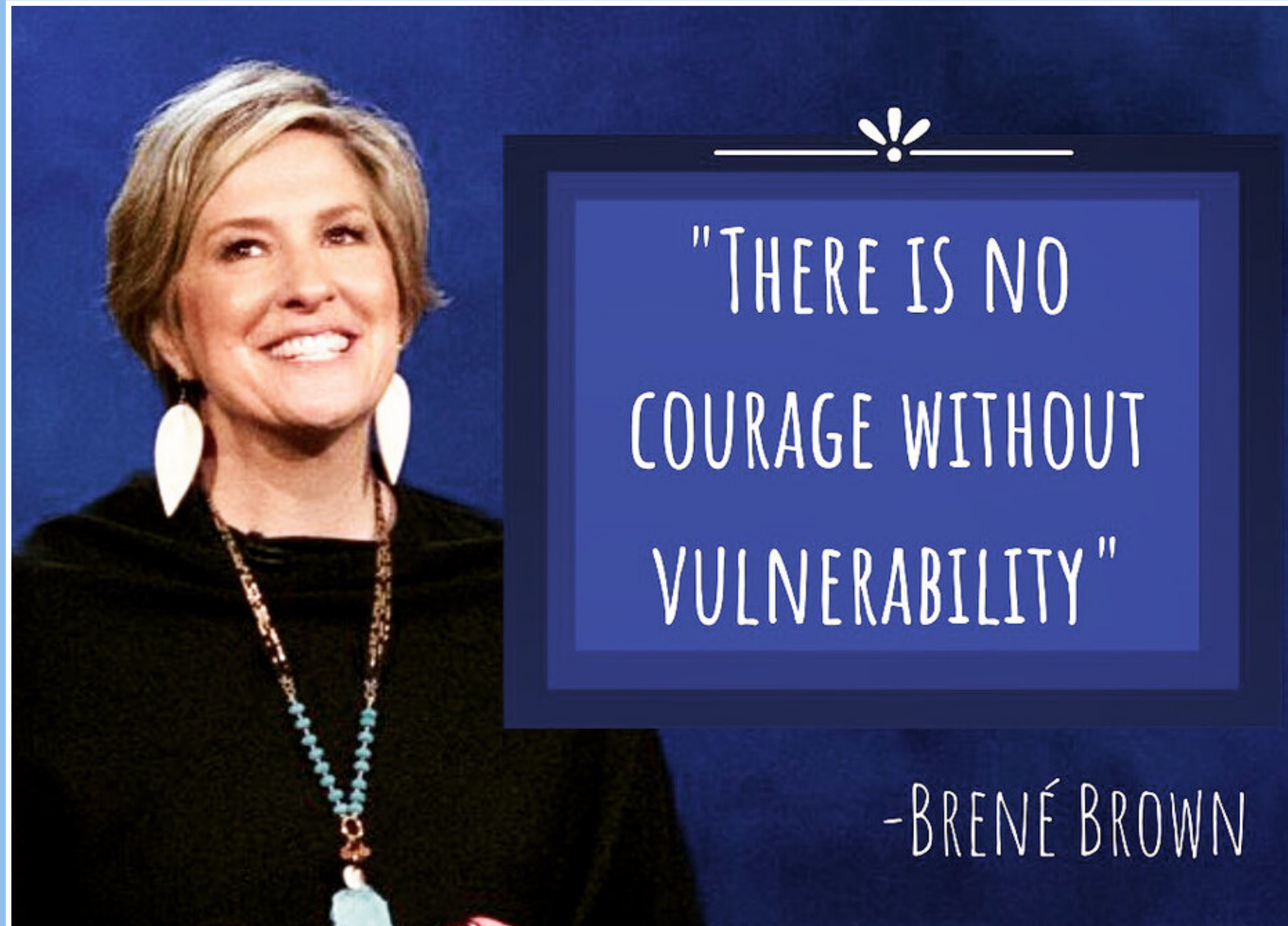




AUTHENTIC VULNERABILITY

HOW CAN YOU BE MORE
VULNERABLE MORE OFTEN
WITH YOUR PEOPLE?

AUTHENTIC VULNERABILITY



"THERE IS NO
COURAGE WITHOUT
VULNERABILITY"

-BRENE BROWN

AUTHENTIC VULNERABILITY



AUTHENTIC VULNERABILITY

HOW CAN YOU DISPLAY A
WILLINGNESS TO BOTH MAKE
MISTAKES AND ADMIT THOSE
SHORTCOMINGS TO YOUR TEAM?

AUTHENTIC VULNERABILITY

THIS ADMINISTRATOR
ASKS ABOUT MY LIFE
OUTSIDE THE SPORT/
ACTIVITY I LEAD.

71-56
(+15)

AUTHENTIC VULNERABILITY

I FEEL COMPLETELY
SAFE TO SHARE MY
TRUE THOUGHTS AND
IDEAS WITH THIS
ADMINISTRATOR.

71-85
(-14)

AUTHENTIC VULNERABILITY

THIS ADMINISTRATOR
NEVER OVERREACTS.

81-94

(-13)

AUTHENTIC VULNERABILITY

WHEN THINGS GET
STRESSFUL, THIS
ADMINISTRATOR IS AT
THEIR BEST.

74-79

(-5)

AUTHENTIC VULNERABILITY

**WHERE DO YOU NEED TO GET
YOUR HANDS DIRTY THIS
YEAR?**

AUTHENTIC VULNERABILITY



HOW?

- LEAN IN WHEN THINGS GET DIFFICULT
- LEADING PEOPLE IS MESSY, STRESSFUL, HURTFUL, CHALLENGING
- DO HARD THINGS FIRST

Net Promoter Score

How likey would you recommend working at Valor to others (assuming they fit our culture and beliefs?)



NPS Score



Net Promoter Score

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NPS Score



+38.77

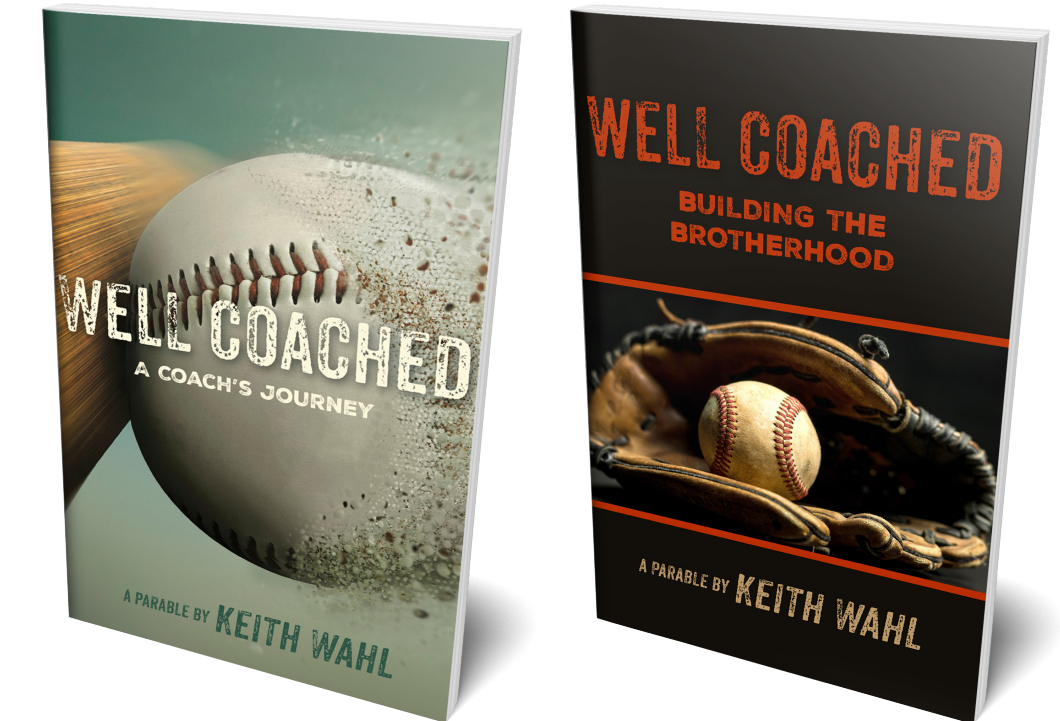
Net Promoter Score



$$\text{TRUST} = \frac{\text{CARE} + \text{CREDIBILITY} + \text{RELIABILITY}}{\text{AUTHENTIC VULNERABILITY}}$$

AS YOU LEAVE AND ATTEMPT TO BUILD TRUST WITH YOUR TEAM, DO YOU NEED TO IMPROVE IN THE HARD SKILLS (TOP OF THE FRACTION) OR IN THE SOFT SKILLS (BOTTOM OF THE FRACTION)? WHAT WILL YOU DO INTENTIONALLY TO BUILD THOSE CONNECTIONS?





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