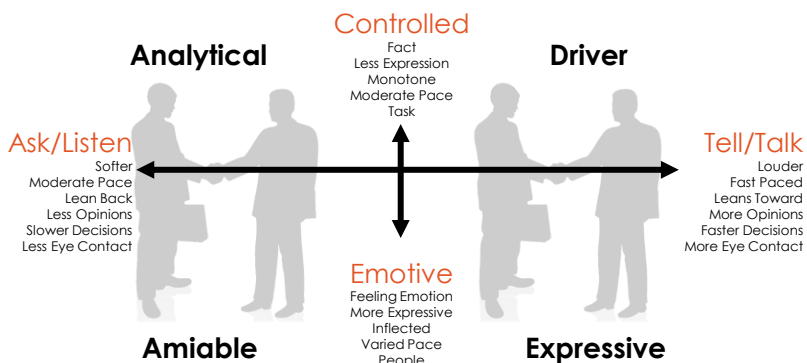




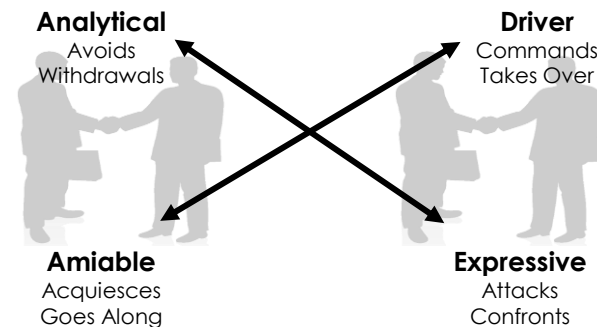
L	E	A	D	E	R
Lead	Empathy	Action	Develop	Empowerment	Recognition



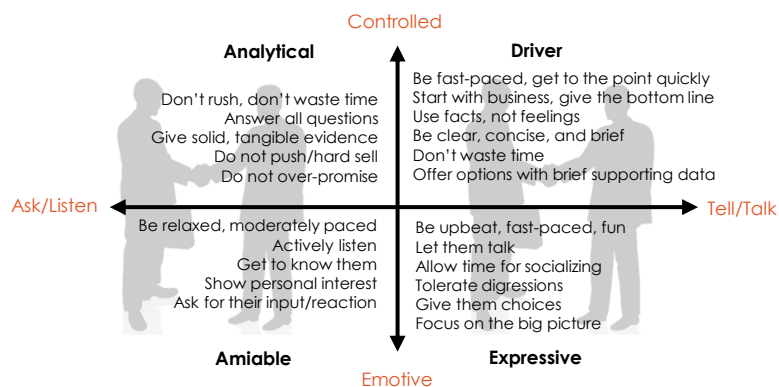
Identifying My Behavior



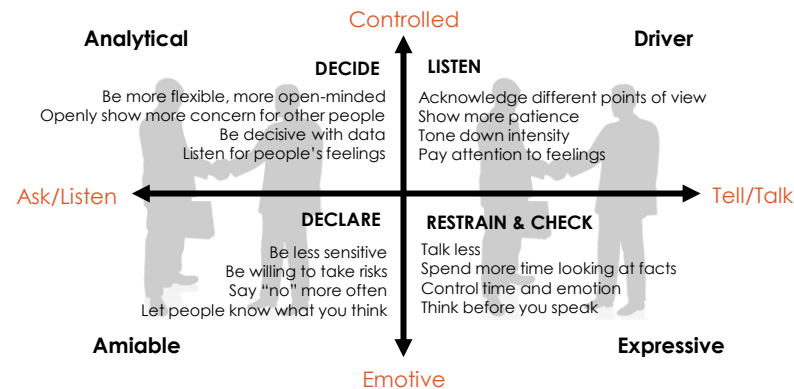
Styles Under Stress



Flexing To Style Preferences



Improving Your Versatility



Difficult Conversations

- **Who is Involved**
- **What Is The Purpose**
- **What Are The Goals**
- **Reason or Rationale**
- **Ideas**
- **Actions**
- **Reactions**
- **Response Strategy**

Growth Contribution and Goals (GCGs)

Growth – How do you want to grow? How can you grow within the department?
Contributions – (Value) What is it that you really do? Who is impacted by what you do? How do others benefit by what you do?
Goals – What goals do you have with your role within IDOC. How can I/we help support those goals?

HEAT Conversations

How Are Things Going
Expectations
Accountability/Appreciation
Teamwork

TIDES

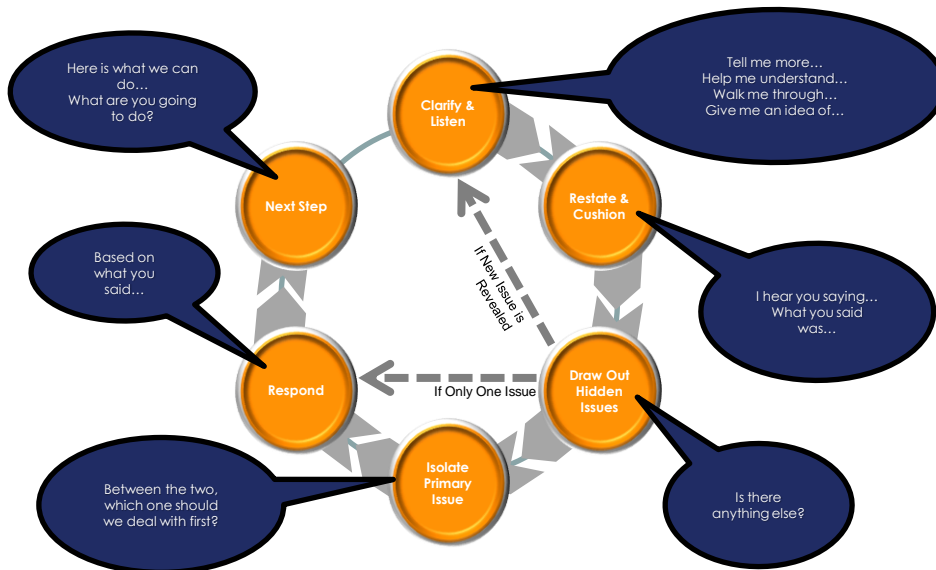
Tell me more
In what ways
Describe for me
Explain
Say more

3 x 3

3 MAIN POINTS

- Headline – Tell them what you are going to tell them
- Details – Tell them
- Recap – Tell them what you told them

De-escalation Process



Creating Engagement



Leader Reminders

- Strong working relationships, engaged, fulfilled
- Clarity Alignment Purpose (CAP)
- Take action / Be flexible
- Promote growth
- Listen to understand
- Be open to other viewpoints and flex when needed
- Be intentional and follow through