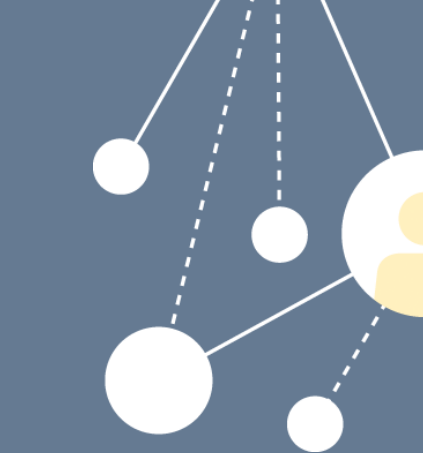


# Connected Leadership

Building Authenticity,  
Trust, & Engaged Teams



THE  
CONNECTOR'S  
ADVANTAGE

**11** Laws  
of  
Likability

**POLL:**

**Ever had a  
bad boss?**



# The Impact of Bad Leaders...

**TURNOVER**

**DISENGAGEMENT**

**LOYALTY**



The cost of voluntary turnover is over **\$1 Trillion**

Only **15%** of employees are engaged worldwide costing **\$500 Billion** a year. (Gallup)

**65%** of American workers are actively searching for a new job (Monster.com)

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The **#1** reason people leave their jobs?

**The Boss**

# The Impact of Connected Leaders...

**#1** driver of engagement... Management demonstrates interest in employees' well-being and recognizes their importance to company **SUCCESS**. (Towers Watson)

Engaged employees are **125%** more productive.

(Bain & Company)

Companies with engaged employees outperform

- **85%** Motivated to work harder when efforts are recognized and kept in the loop.
- Reduce turnover by **59%** and
- Improve profitability by **21%**. (Gallup)

*Michelle Tillis Lederman*

**RELATED LEADERS**



**ENGAGED EMPLOYEES**



**PRODUCTIVE WORKFORCE**



**BOTTOM LINE**

# And... Be Happy!

Close work friendships boost  
employee satisfaction by **50%**  
and predict happiness at work



# Describe A Connected Leader ...

Cares and  
Coaches



Interacts  
Authentically



Listens

Is Open



Communicates

Brings Energy



Connects

Is Trustworthy



Is Supportive and Empowers

Builds Relationships



**POLL:**

**What are the  
top 3 traits of a  
Connected  
Leader?**

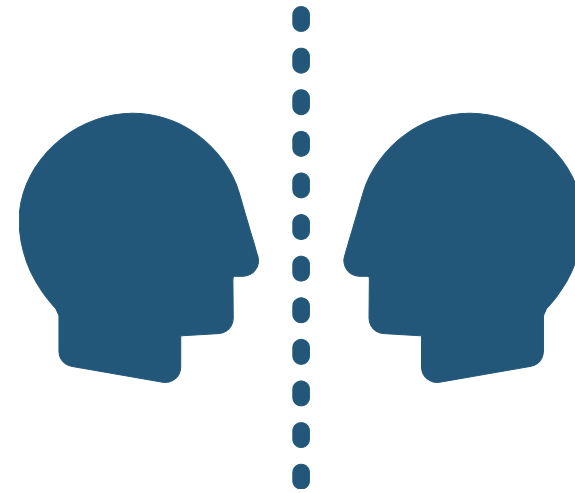
# The Four Pillars of Trust



Authenticity



Vulnerability



Transparency



Consistency

**Connected  
Leaders Are  
Open &  
Authentic**



# What Is Your Definition Of Authenticity?

Authenticity is...

Showing up open and infusing into your interactions the attributes of yourself that you value most.

And... accepting and flexing your “unique charms”.

# When do you feel inauthentic?

*Michelle Tillis Lederman*



# Authenticity: Truth or Myth?

- #1** Authenticity focuses more on one's relationship with others than oneself.
- #2** Matching rapport or flexing is disingenuous.
- #3** Authenticity means saying exactly what you are thinking.
- #4** Authenticity is a static state.

**Connected  
Leaders  
Trust &  
Are Trusted**



**In Chat: Tell Me...**

**How Do You  
Define The  
Word “Trust”?**

# Trust Defined

1. The **Expectation of Predictability**
2. A feeling or connection that creates a bond rooted in certainty, reliability, and consistency. There is no timeline for creation or destruction. **Trust is fluid.**

# Building & Breaking Trust

1. How do you intentionally **Build Trust** at work?
2. How do people subtly or unconsciously **Break Trust** at work?

# Trust

## ✓ Builders

- Model the behavior
- Give recognition / credit
- Share information / Proactive communication
- Provide clear communications
- Follow through
- Keep confidences
- Empower others to act
- Have others back
- Listen / Treat respectfully
- Be accountable / Hold others accountable
- Ask questions / Solicit input
- Apply policies consistently
- How you react to bad news

## ⊘ Breakers

- Lying / Dishonesty
- Favoritism
- Gossiping / Spying / Ghosting
- Punishing / Cursing / Yelling / Body Language
- Shaming publicly / Using own words against you
- Breaking promises / confidences
- Stealing ideas / Misrepresenting work / Taking Credit
- Throwing someone under the bus
- Not taking responsibility / input
- Condescending / Disrespectful tone
- Not using information requested / No follow through
- Indecision / Controlling / Micro Managing
- Surprises

# POLL:

## Is it possible to restore broken trust?



# Restore Broken Trust

1. Acknowledge and **Take Responsibility**
2. Share the **Corrective Actions** you plan to take
3. Explain what you **Learned** from the incident
4. Ask for **Input** on additional actions
5. Be **Consistent** and **Patient**

# Model The Way

**Authenticity is the Foundation of Trust**

**Vulnerability Leads to Credibility**

**Transparency Reduces Fear**

(Increases Collaboration & Connection!)

**Consistency is Key to Ongoing Trust**

# Want to be a Connected Leader?



- ❑ Learn the foundational thinking and tactical skills of a connected leader.
- ❑ Access expert advice to exponentially advance results for yourself and others.
- ❑ Build a culture where people engage and build connected relationships.

**Connected  
Leader** CLUB



**CODE = MTL495**

**[www.connectedleaderclub.com](http://www.connectedleaderclub.com)**



**Great  
Leaders...**

**Are  
Connected  
Leaders**

# Connect with me



communicationexpertspeaker



michellelederman



mtlederman

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