



TRUST IN TEAMS

PREP PROMPT

Share an example of a highly-cohesive team you've been a part of

PRINCIPLES FOR TRUSTING TEAMS

- ADMIT weaknesses & mistakes
- ASK for help
- ACCEPT feedback and input
- GIVE each other the benefit of the doubt
- APPRECIATE each other's contributions
- AVOID politics
- OFFER and ACCEPT apologies

CASCADE CHATS

I	II	III	IV
Culture	BSWH	Now	Legacy
What's a high-trust team you see in our culture? What makes it so?	Talk about a team you've been a part of at BSWH that showed high levels of trust	What's something your current team could do now to improve trust?	What's an aspect of trust that you want your team to be remembered for?



TRUST, ONE PERSON AT A TIME

PREP PROMPT

Describe the most trusting relationship in your life

PRINCIPLES FOR TRUST

1. Consistent Behavior
2. Clear, Courageous Communication
3. Integrity
4. Think in “We” terms

CASCADE CHATS

I	II	III	IV
Culture	BSWH	Now	Legacy
Who would you consider to be the most trustworthy person in our culture?	Who do you think is the most trustworthy person at BSWH?	Pick a relationship where you'd like to build trust & have a conversation about how to do it	What's an aspect of trust that you personally want to be remembered for?



MAKING MESSAGES MEMORABLE

PREP PROMPT

Reflect on a memorable message you delivered to someone outside of work

PRINCIPLES FOR MEMORABLE MESSAGES

Use “CENT”:

C-onnection

E-motion

N-eeded

T-wist

CASCADE CHATS

I	II	III	IV
Culture	BSWH	Now	Legacy
Describe a notable / memorable message you remember from an event in our nation's history.	Examine a message that had an impact in the BSWH System.	What's a message your team needs to communicate and to whom?	How can you be intentional about delivering the right kind of messaging on a consistent basis?



PRAISE'S PERVASIVE POWERS

PREP PROMPT

Do you have a particular “praise artifact” that you keep and cherish?
(Like an award you were given, a letter from someone, etc.)

PRINCIPLES FOR PRAISE

- Reward effort and intention
- Be specific
- Be spontaneous
- Be encouraging

CASCADE CHATS

I	II	III	IV
Culture	BSWH	Now	Legacy
Can you describe an example of someone in the US or world being publicly praised?	Can you describe any system-wide examples of individuals or groups being praised?	Make a list of five people on your team you will praise this next work week and why.	How can you be intentional about programming “praise” into your life?