

The Power of Trust and Accountability in the Workplace – and for Your Personal and Business Reputation



Pharmacy Technician
SOCIETY OF BRITISH COLUMBIA



October 26, 2024



Presenter/Speaker Personal Disclosure

Presenter: Bruce Lee

I have received a speaker's fee from Speakers Bureau of Canada for this learning activity.

Commercial Disclosure

This program has received no financial or in-kind support from any commercial or other organization.

Proven! Practical! Performance based!

SUCCESS

*Success is dependent
on effort.*

- Sophocles

Productivity
up to 40% +

From Good To Great!

Extra Slides

How To Start A Meeting!

Lets Set the Culture

A Great Workplace!

A workplace culture of inspired leadership:

- credibility
- respect
- growth
- engagement
- imaginative products and services
- **trust**
- pride
- camaraderie
- **accountable**

*"The best book on leadership by a CEO."
—John Naisbitt, author of Megatrends*

MOMENTS OF TRUTH

New Strategies for Today's Customer-Driven Economy



JAN CARLZON

President, Scandinavian Airlines

FOREWORD BY

TOM PETERS



Dirty tray
table example

3 Reasons This Worked

1. Replaced “Rules” with “Judgment”
2. Managed “Moments of Truth”
3. Vision: #1 Business Frequent Flyer

Conclusion: This process as the only sustainable competitive advantage.

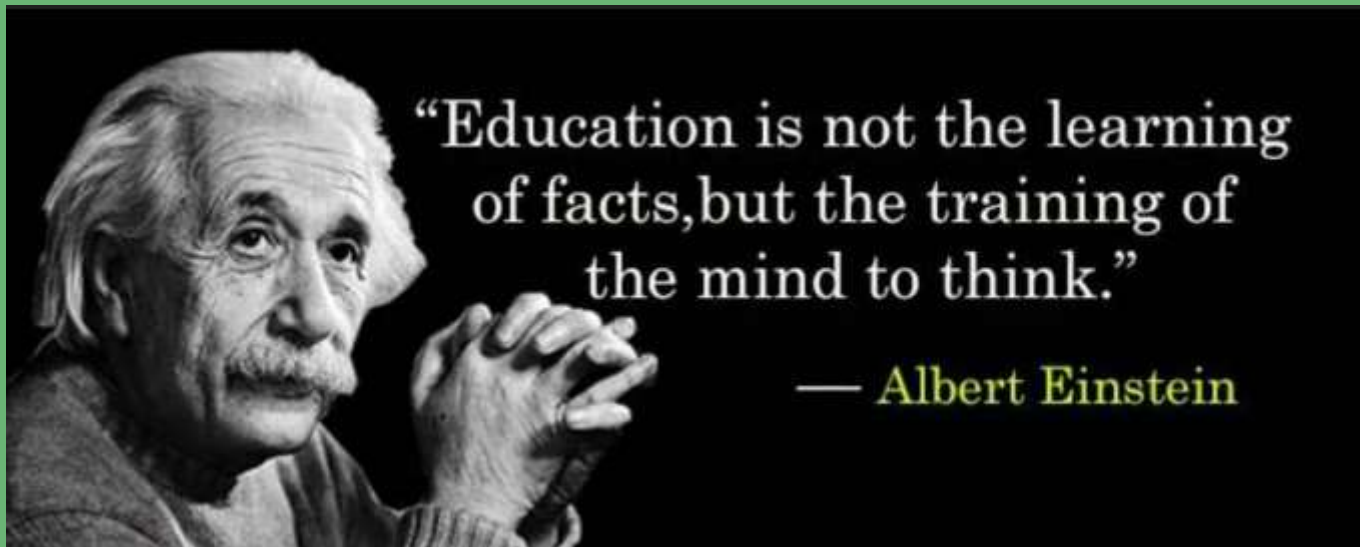
Nordstrom

“Your first chance may be your last chance.”

Steps to Getting the Most Value From This Presentation

3 Key Ideas

1



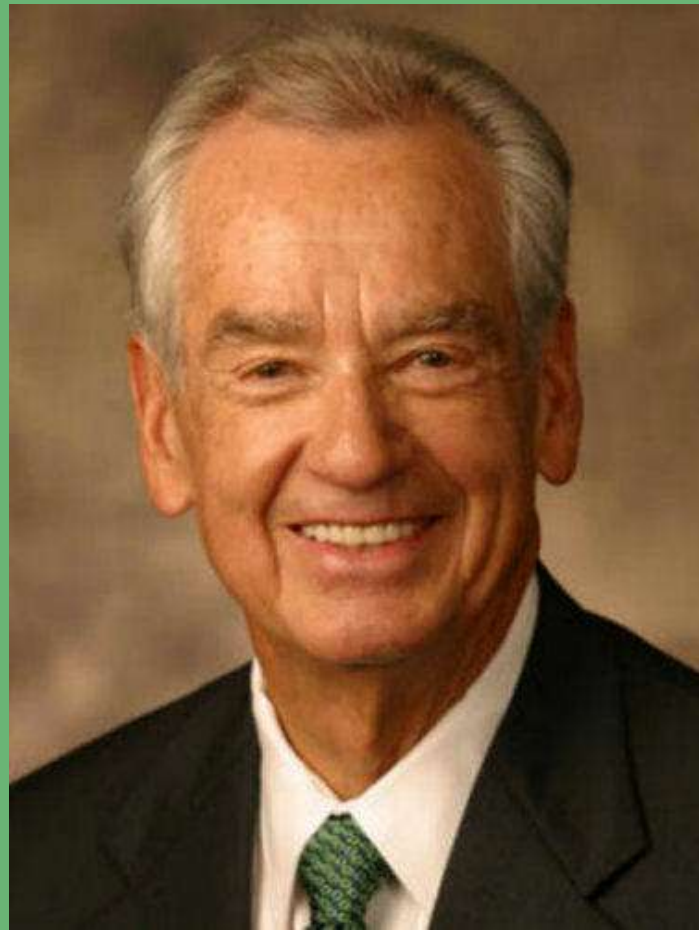
“Education is not the learning
of facts, but the training of
the mind to think.”

— Albert Einstein

**“TELL ME AND I FORGET.
TEACH ME AND I REMEMBER.
INVOLVE ME AND I LEARN.”**

BENJAMIN FRANKLIN

2



*“The only thing worse
than training your
employees and
losing them,
is not training them
and keeping them”*

- Zig Ziglar

3

“Knowledge isn’t free.
You have to pay
attention.”



www.facebook.com/poets01

Results From Education: Measure the Training

“How was the course / conference / webinar?”

“What did you learn?”

“What did you learn and how
can we help (provide resources
such as time) to implement it?”

Reaction/Learning/Behavior/Results



Making 'It' Happen / Good Ideas

ACT WITH URGENCY!

Three months from now, I'd like to brag
about successfully adopting and implementing
the following ideas:

Ideas/Action

Deadline/Goal



93% of the information
is forgotten within 2
weeks of the event!"

The Best Ideas I created were:

“Dear Boss”

1. _____
2. _____
3. _____

My recommendations for change are:

1. **The difference between
having a full life and
living a fulfilling life!**
2. _____
3. _____

**The “So What”
of education**

“When you find it, make note of it.”- Charles Dickens

Pay this forward as a workshop: Please Find a Buddy A & B



With Your Buddy:

Buddy A. One Minute

- What do we do well in educating and supporting this topic?

Buddy B. One Minute

- What don't we do well in dealing with this topic when there is a problem?



October 26, 2024

The Power of Trust and Accountability in the Workplace – and for Your Personal and Business Reputation

On a scale of 1 - 5, I rate this (5 - Met My Expectations) 5 4 3 2 1 (1 - Did Not Meet)

The ideas and examples were relevant to my work or personal goals: _____

The presenter's delivery and the slide deck were effective: _____

Overall, this presentation met my expectations: _____

The most valuable idea I received from this presentation that I will use, or share is:

Please check off or circle the items you would like to receive. (Business Card for All)

- ___ Future NHLN education resources starting with HCSEC Virtual link
- ___ PDF E-Book: *Why Trust Me? Making Trust Your Competitive Edge*
- ___ A link to all the complimentary resources on the Bruce Lee Web Site
- ___ My LIST: List of an Individuals Special Things (getting to know new hires)
- ___ Rating Your Soft Skill Leadership Attributes (employee loyalty focus)
- ___ Confidential Leadership Empowerment Survey (employee retention focus)
- ___ C.O.A.C.H. – Coaching Skills Self-Assessment (coach, empower and be coached)

Mr/Mrs/Ms First Name _____ Last Name _____

Organization: _____

Position / Title: _____ City: _____

Office Phone: _____ Cell: _____

Email: _____

Spread the Passion
= VISION

Generating Trust and
Accountability For You



The Vision:
Creating
World Class
Employee and
Client/Customer
Satisfaction.

Employer
of Choice

Provider
of Choice

What Vision Look Like

Share the vision:

- 'The Best Ever'
- 'Own the Podium'
- Find your 'Blue Ocean'

Inspire Trust In You

*“Leadership is lifting a person’s vision to higher sights,
the raising of a person’s performance to a higher
standard, the building of a personality
beyond its normal limitations.”*

Peter Drucker (39 books)

1909 – 2005 (age 95)



Focus on their strengths

Then make high demands based
on a persons strengths

Periodically review their performance

NEEDED - NOTICED - KNOWN

It's All About TRUST

Trust and Character

*“Whoever is careless with the truth
in small matters cannot be trusted
with important matters.”*

Albert Einstein

Reputation

"The only thing you leave behind,
or take with you, is your reputation"

Richard Haskayne, OC, AOE, FCA
U of C Board Chair Emeritus,



Performance Based Trust

- Where the expectations of team members are not met.



- trust is broken
- team work not as effective

= Unfulfilled expectations.

Relationship Based Trust

- An individuals behaviors are not acceptable to the other person.



- Personalities get in the way.
 - interpersonal skills – lack of?

Inspiration
Becomes
Motivation

What Motivates?

- Money
- Interesting Work
- Appreciation
- Job Security
- Being An Insider
- Promotion
- Empathy for problems
- Working conditions
- Loyalty from company
- Tactful disciplining

Managers

Employees

What Motivates?

- Money
- Interesting Work
- Appreciation
- Job Security
- Being An Insider
- Promotion
- Empathy for problems
- Working conditions
- Loyalty from company
- Tactful disciplining

Managers

Employees

- * Appreciation
- * Being an insider
- * Empathy for problems

“What burns in their eyes,
fires my soul.”

How to Increase Engagement, Accountability & Productivity

Soft Skills

Enthusiasm!

*‘People often say that motivation doesn’t last.
Well, neither does bathing –
that’s why we recommend it daily.’* - Zig Ziglar

The key to a successful career,
is influence, not authority = SAM

People who produce good results,
feel good about themselves.

Expect the best

Setting the Passion

How to inspire, engage,
support and motivate!

Success by 'S.A.M.' and

Select Supervision Skills:

Question:

Do you S.A.M. enough?



S.A.M.

How to
inspire,
engage,
and
support,

which
becomes
motivation!

Set High Expectations

“High achievement
= from high expectations.”

General Norman Schwarzkopf

Acknowledgement

How to “manage” behavior

Acknowledgement is an act of creation.

What you say, says as much about you,
as it does about the other person.

It creates a future for that person.

Model by Example

Words not only effect us temporarily,
they change us

Managers

- light a fire under people

Leaders

- light a fire in people



Appreciation Is Key



“Make me feel important”.

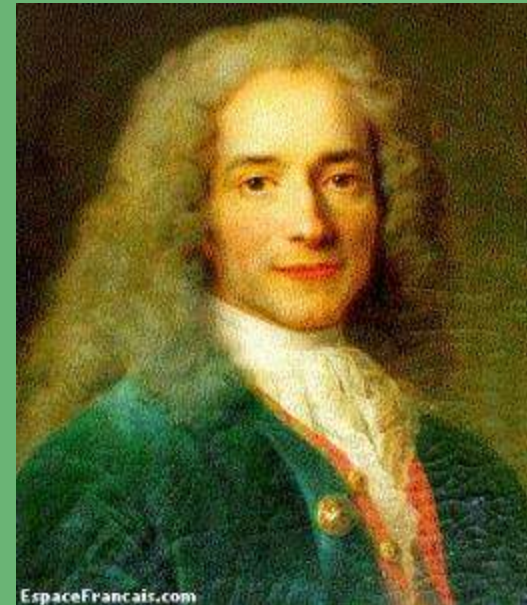
Mary Kay Ash, 1918 – 2001

Founder, Mary Kay Cosmetics

Appreciation

*"Appreciation is a wonderful thing:
It makes what is excellent in
others belong to us as well."*

Voltaire 1694-1778,
Philosopher and Writer



*“The #1 reason people
leave jobs is because
they don’t feel appreciated”*

– Gallup Poll





*“There is no limit to what
you can accomplish if
you don’t care who
gets the credit”*

– Ronald Reagan
40th US President

Acknowledgement!

Words not only effect us temporarily,
- they change us

