

# Courage to Be 2021 Programs

## Are Your Teams Ready?



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**Leading and managing has never been more difficult. Or more important.**

**As we look forward to 2021 and the hope of emerging from the pandemic, we will all have a new set of transitions, change, and uncertainty to navigate.**



These programs are designed to address the needs of executives and their teams as they manage through the next wave of change. The challenge they face is that too often, they get leadership backwards. In the stress of these times, they focus on the result they need, whether it's hitting a number or a deadline, or even simply helping their team, and then do what they think they need to do to get the result. Makes sense right!

The challenge is that in our focus on outcomes, our staff can easily end up feeling like a cog in machine or a problem to be fixed. While it often gets results in the short-term, it isn't sustainable and burns people out in the process.

Leadership works best when you approach it the other way around. Focus on relationships and people first – trust that the results will come. I call it Relationship Agility - the ability to dance in the moment with people and situations so you can respond effectively rather than react reflexively. The ability to deliver results by connecting and caring, not controlling and cajoling.

***Courage to Be helps executives and teams build the relationship agility needed to weather change, ambiguity, and deliver sustainable results with stress and burnout for everyone.***





## 2021 Training and Speaking Topics

***RELATIONSHIP AGILITY: Building relationships that increase engagement performance, results, and lower stress for everyone.***

Feel like you've lost your edge? Maybe the skills that worked before are falling a little short of the challenges of leading during COVID. You wonder whether you could be doing more - for your team, your career, yourself - but you're not sure what. Leading and managing today requires Relationship Agility - the ability to dance in the moment with people and situations so you can respond effectively rather than react reflexively. The ability to deliver results by connecting and caring, not controlling and cajoling.

### **You will discover:**

- The myths and misconceptions about leadership and management that get in the way of focusing on what counts.
- The three areas of mastery required to build trust, engagement, and create an environment where people want to strive to do their best and accomplish more.
- The secret to handling the stress of change, uncertainty, and ambiguity so it doesn't derail you or your team.



## ***UNPACKING TRUST – How to Build a Team That Communicates, Connects and Performs.***

Is your organization plagued by misunderstandings - either open conflict or, more often, avoidance of difficult discussions and decisions, a lack of focus and productivity? When people don't trust each other, everything breaks down. It's time to shift the discussion about trust so you can start taking concrete steps to build it.

### **You will discover:**

- How to shift your mindset and approach to building trust to one that works.
- The four skills you probably already have that are central to building trust – and how to use them to be a master trust-builder.
- How to use basic management best practices as trust accelerators.
- What to do when it's not working. Knowing when to take action and when to play the long game.

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## ***RESILIENCE RESET – How to Manage it All without Burnout, Exhaustion and Overwhelm.***

Are you exhausted by the constant calls to be resilient? Does the very word evoke an eye roll? Tired of being asked to be adaptable, flexible? You are not alone. So how do we keep showing up for our families, our employees, and ourselves given the many demands and challenges we face? It's time for a new type of resilience that creates the balance you need to weather the ups, downs, and many stresses of the world today in a way that truly is sustainable.

### **You will discover:**

- A holistic approach to resilience that acknowledges today's realities AND creates space for the balance you're looking for.
- Specific techniques and exercises for handling stress and creating clarity when things feel overwhelming.
- How to balance **acceptance** with **action** to build habits and routines that work.
- Three steps you can take to strengthen your resilience "core."
- The limits of resilience – when and how to ask for help, set boundaries, and take downtime without guilt.





## ***ECO-LEADERSHIP: Build a Self-Sustaining Team Focused on Resilience, Respect and Results.***

Ever feel like you've tried all the techniques you know of to bring your team together, get them engaged, and focused on results - but nothing works. At least not for long. It's almost as if the team is actively resisting you or so focused on themselves, they can't see the bigger picture? Learn to deliver results by building a self-sustaining, harmonious ecosystem that works.

### **You will discover:**

- The main reason most efforts to turn struggling teams around fail – and what to do instead.
- The overlooked management mindset and skill that's critical to a balanced team ecosystem.
- How to shift the focus from personalities to results in a way that builds a learning, growing, adapting ecosystem.
- Three easy ways to create accountability without even using the word.



## *Effective Feedback: Four Steps for Navigating Difficult Conversations with Confidence*

Most of us are very good communicators – until it comes to having difficult conversations. When delivering difficult messages, and giving direct feedback, our emotions enter the mix. At that point, our standard ways of communicating and listening can quickly fall short and leave everyone feeling bruised and unsure of what to do next. There is a way to have difficult conversations that lead to increased trust, connection, and understanding.

### **You will discover:**

- The secret to laying the groundwork for giving effective feedback.
- Simple models and best practices to help keep you on track.
- The myths and misconceptions that cause us to avoid difficult conversations.
- Tips and best practices for keeping your head (and heart) when conversations get uncomfortable.



### **Implementation Options**

**Format:** These programs are developed to work equally well as a talk or a training. We tailor the stories, examples, format, and interactivity to your audience, desired outcomes, medium, and time available. They work well in either a virtual or in-person format and can scale from a 30-minute time slot to a full-day program.

**Audience:** These programs will have the greatest impact for executives, senior leaders, and managers. Resilience Reset, Unpacking Trust, and Difficult conversations will also resonate with a broader audience and more junior employees.

