

THE FUTURE IS NOW

SHEET METAL | AIR | RAIL | TRANSPORTATION
SMART



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and Training



Learning to Walk the Talk: Aligning Actions with Policies for Authentic Leadership



When NOT Walking the Talk



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Talking the Walk



About Me



Authorized Partner
EVERYTHING
A Wiley Brand



ICF International
Coaching
Federation

TEDx



Authorized Partner
**THE FIVE BEHAVIORS
OF A COHESIVE TEAM™**

22 Years in Quality Engineering Leadership

Served as a trainer to Fortune 500 organizations

Influenced and managed company-wide change management activities

Transforms organizations and leaders through coaching and workshops, increasing engagement and retention.

Avid mountain biker, Father, life-long learner



Overview

What Is Walking the Talk

Why It's Important

Core Values to Policies

Maintenance and Revision

Leading By Example

Wrap-Up



What is Walking the Talk?

*What is happening when you are
“Walking the Talk”?*

*What is happening when you are NOT
“Walking the Talk”?*

Roadblocks to Walking the Talk?

1

Old Habits

2

Inconvenience

3

***Peer
Pressure***

4

***Emotional
Regulation /
Composure***

Walking the Talk

DO NOT

Avoiding / Looking the Other Way

Victim / Blaming

Aging Policies

Be Authoritative

Fixed Mindset

DO

Addressing violations with curiosity

Admitting Errors and Solutioning

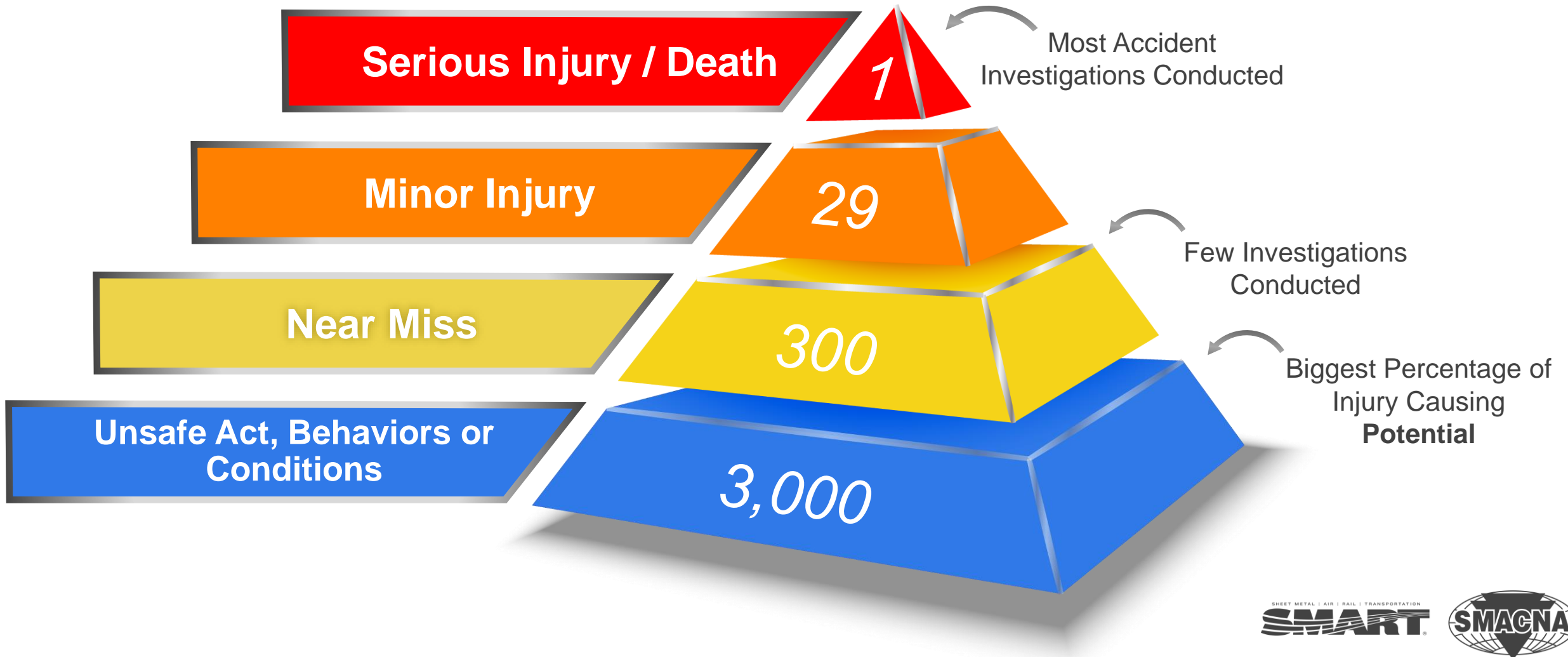
Revise Policies

Be Collaborative

Growth Mindset

Heinrich's Law

Heinrich's Triangle



The Foundation

Values

Respect

Excellence

Safety

Policies

Strict prohibition of abusive language

Clear protocols that meet and exceed industry standards

Follow PPE exceeding OSHA requirements

Action

Team members speak as they want to be spoken to


Inspection plan for welds executed

Preventive maintenance on PPE conducted quarterly

Why Alignment?



Policy Deployment



Fundamental moral principles and beliefs that guide a company's culture, priorities, and conduct.



Create Integrity



Regularly Reviewed



CORE VALUES

Benefits of Alignment

Aligned Actions, Policies, and Values Create Trust

Congruent Actions Show Integrity

Ensures Uniform Quality Standards

Prevents Dangerous Shortcuts

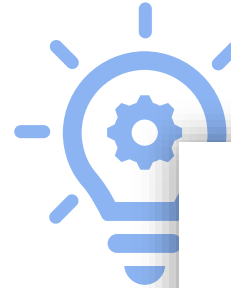
Drives Accountability and Clear Decisions

Values (from Carrier)



INTEGRITY

We put honesty, accountability, and ethics first.



INNOVATION

We constantly seek to develop, improve and sustainably grow.

RESPECT

We treat others the way we want to be treated.

INCLUSION

We strive to create an environment where all feel included, regardless of our differences.



EXCELLENCE

We deliver on the merits of our products and services, with urgency and flawless execution.



Activity

Look at YOUR Values

(If your organization doesn't have any – borrow those of Carrier)

In Groups Of 3

*Identify what is one ***critical*** policy you put into place that aligns to your values*

Share With the Group

Based on What You Hear –

Identify one new policy that aligns to your values

RESPECT

INTEGRITY

INCLUSION

INNOVATION

EXCELLENCE

Policy Maintenance and Revision

Update

Update for Evolving Business, Tech, Regulations

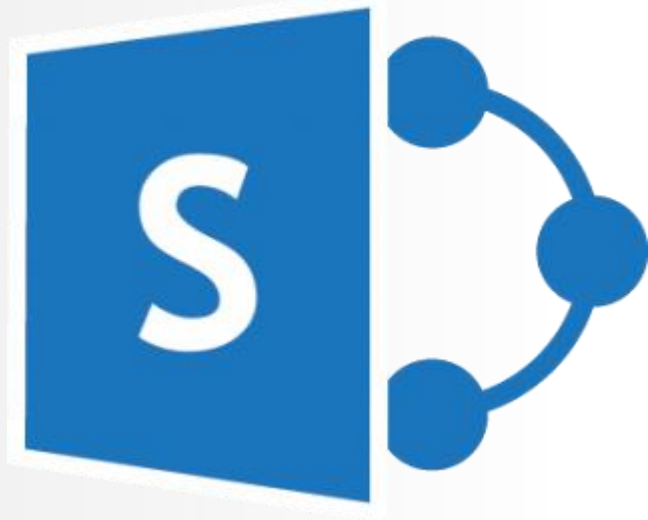
Prevent

Prevent Vagueness, Misinterpretations

Centralize

Centralize For Access

Policy Maintenance and Revision



 Confluence

*System Ease-of-Use and Accessibility for All Team Members is Critical.
Many Low-Cost Solutions Available if Your Business is Smaller.*

1-2-3 Method

Assign

***Designate
Owner For Each
Policy***

Set

***Review Policy
Annually
(At Minimum)***

Follow

***Revision Protocol –
Stakeholder Input, Legal
Review (if Needed), Make
Revision, Communicate***

Leading by Example



Leaders Eat Last *AND* Call Themselves Out First

No double standards



Coaching of Staff – Free of Rationalization

Avoid the grey areas – it's either compliant or not



Consistency or Cutting Corners

Pick what you want to cascade

Policy Walk In My Shoes – Part 1

1

Pair up into groups of **2** people. Decide which person will be ***Manager*** and which will be ***Employee***.

2

Take **5** minutes to each share:

Policy Alignment Between Leadership

Manager

What policy is hardest for you to adhere to as a leader and why?

Employee

What policy do you find most difficult to consistently follow in your role and why?

Policy Walk In My Shoes – Part 2

3

Switch roles. *The Manager* now takes the employee perspective to try walking in their shoes. And vice versa.

4

Share for **5** minutes each on the policy struggles you face in your reversed role. Ask clarifying questions. Provide suggestions as the other person.

5

Then drop roles and have an open discussion reflecting on:

What new understanding or empathy around policy alignment challenges did you gain?

What could each side do to improve adherence for the other?

Wrap-Up

The Foundation – Values – Policy – Actions

Benefits of Aligning Values and Policy

*Identified *ONE* New Policy*

Best Practices for Policy Revision and Maintenance

How You Can Lead by Example

Questions?

If You Have Any Questions – *Please Reach Out!*



Let's Connect

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