

Building Trust on Your Team



Best Practices - Growing Their **Above-the-Line** Mindset

Just as you can grow your **Above the Line** mindset, you can help your team members as well.

Consider what you already do, as well as what you can begin to do, to ensure you are fostering an **Above-the-Line** environment.

Name										
Behaviors										
Listens intently										
Speaks factually										
Admits mistakes or problems										
Accepts responsibility willingly										
Accomplishes work										

ABOVE THE LINE

BELOW THE LINE



Behaviors										
Makes excuses										
Finds fault and blame										
Gossips										
Rationalizes										
Justifies										

The Levers

1. **Talk and Encourage** – Start the conversation and use the language
2. **Model It** – By embodying the Above the Line behaviors, team members will become familiar with them and be more likely to exhibit them as well.
3. **Clarify** – Team members should know exactly what their role purpose and responsibilities are and how they support the organization.
4. **Clear expectations** – Team members should know the standard by which he/she will be assessed.
5. **Measure** – When something you're accountable for is objectively measured, it leaves little room for victimhood.

ACTIVITY

Instructions: Choose ONE of the two scenarios below, then answer the discussion questions with your group.

Scenario A: A team member misses a deadline and says, “This isn’t on me—I didn’t get what I needed from the other department.”

Scenario B: One of your strongest performers has stopped speaking up in meetings and seems checked out.

Discussion Questions:

1. Where is this person—above or below the line? How do you know?
2. If they are below the line, what below-the-line behaviors do you hear or see, and what might be driving them?
3. Using your assigned lever (1-5 from the list above), what do you DO or SAY? (Must be specific language and/or action!)
4. If they moved above the line, what would they be doing differently?

Your job is NOT to *fix* the person.
Your job is to use your assigned lever to shift their mindset.

Notes

DiSC Word Sort

Use the word bank below to place the most appropriate descriptor with the fitting core DiSC style.

D	i
• _____	• _____
• _____	• _____
• _____	• _____
• _____	• _____
• _____	• _____
• _____	• _____
• _____	• _____
• _____	• _____
• _____	• _____

C	S
• _____	• _____
• _____	• _____
• _____	• _____
• _____	• _____
• _____	• _____
• _____	• _____
• _____	• _____
• _____	• _____
• _____	• _____

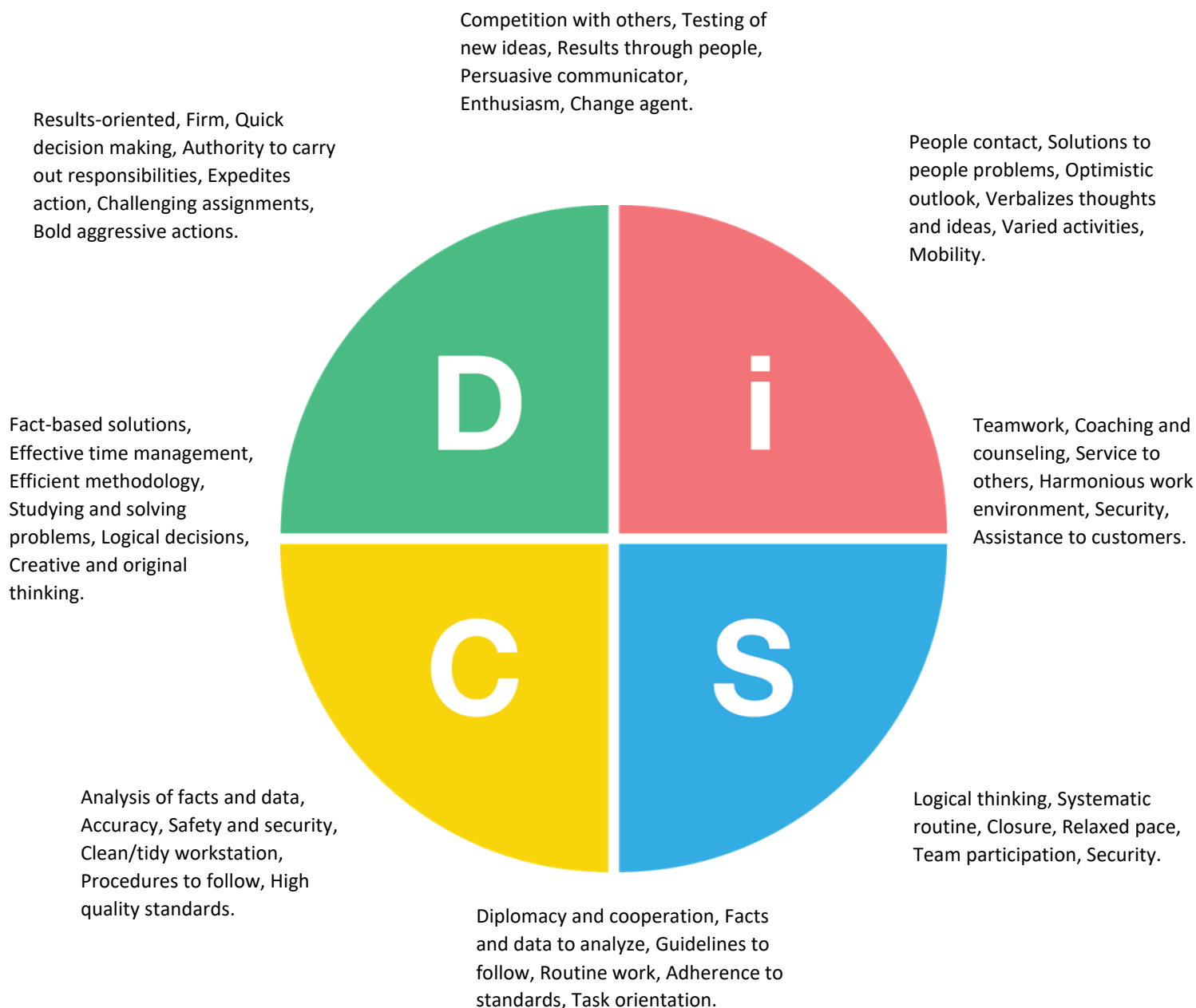
Impulsive
Well-Intentioned
Tolerant
Patient
Systematic
Conventional
Minimal chitchat
Impatient

Trusting
Emotional
Low-risk tolerance
Good listener
Diplomatic
Neat
Blunt
Adventuresome

Enthusiastic
Soft-spoken
Loyal
Likes rules
Accurate
Independent
Strong-willed
Sociable

Not a good planner
Not Emotional
Sincere
High standards
Careful
Decisive
Risk taker
Open-minded

Plot Your Team on the DiSC Wheel



Consider:

What are your strengths as a team?

What gaps do you see within the team?

What are natural tensions that will pop up as a result of your DiSC styles?

Notes on DiSC styles and your team:

Your Action Plan for Success

Style ____:	Style ____:	Style ____:
Actions: What actions do I need to take to adapt to this style?	Actions: What actions do I need to take to adapt to this style?	Actions: What actions do I need to take to adapt to this style?
Obstacles: What could potentially get in my way (my natural tendencies)?	Obstacles: What could potentially get in my way (my natural tendencies)?	Obstacles: What could potentially get in my way (my natural tendencies)?
Outcomes: How will I know when I've improved in this area?	Outcomes: How will I know when I've improved in this area?	Outcomes: How will I know when I've improved in this area?