

Smart Strategies Solutions for Workplace Challenges

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Training Preferences - Survey Results

Here's a brief summary of what our survey respondents said. If you have a different take on this, you've got one last chance to [complete the survey](#), or you can [email me](#) your thoughts directly. Either way, we'll show our appreciation for your input by sending you a discount coupon for one of our upcoming training programs (your choice).

Most of the people who responded were from health care and New York State agencies. Those are two of the sectors where we do the majority of our training. The

Greetings!

I hope you're enjoying the summer and finding a way to stay cool on the hot humid days! The tomato and pepper plants in my garden are loving this weather. Me? Not so much.

In this issue we have two new blogs on leadership and the results from our survey. Thanks again to those of you who completed the survey and got your 50% discount (coupon coming soon). If you didn't reply and have something to add, we've left the survey open for one more week, so it's not too late to get your discount. [Click here to take the survey](#).



Alan Krieger

As always, would love to hear your [feedback](#) and feel free to forward this to your colleagues.



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Seven Keys to Effective Leadership - Part II - Supervising the "T" Style

Last month we wrote about the [7 key feelings a leader needs to engender](#) to build a positive workplace and work team. As most of you have heard me say before, there's not one single best way to do this. While the 7 feelings are pretty standard, how people experience them can vary greatly. Our [T.E.A.M. model](#) can help guide your actions. While our new blog is geared for leaders, it's really solid advice for anyone seeking to build stronger and more positive work relationships. [READ MORE!](#)

majority of respondents were managers or supervisors... again this makes sense since we provide a lot of leadership training.

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How to Build Trust

Trust arrives on foot and leaves on a jet
(Updating of a 19th century Dutch quote).

Building trust is a slow and difficult process - you have to "earn" it. Losing trust is simple and happens in a heartbeat. Whether you are a leader or a team member, success at work relies on building trusting relationships with your co-workers.

Earning someone's trust is based on their belief that you have their best interests in mind and will be looking out for them. The challenge is how to convince the person that this is true. This is definitely a case where actions speak louder than words, and misperceptions can sink the ship (mixing my metaphors).

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