MANAGERS WHO BUILD TRUST

THE PLAYBOOK EVERY MANAGER SHOULD HAVE BEEN HANDED

Workshop

HALF-DAY WORKSHOP · 3 HOURS

WORKSHOP DESCRIPTION

Being a manager is hard. Some days it genuinely sucks.

Nobody tells you that when they hand you the title. They tell you about the influence and the opportunity. They leave out the team member who checked out, the conversation you've been dreading, and the expectation you forgot to set until it was too late.

Most managers aren't struggling because they don't care. They're undermanaging. They leave expectations vague, put off the hard conversation, and try so hard to be liked that nobody gets better. That isn't a care problem. It's a playbook problem.

In this workshop, Justin Patton takes the four plays from his Managers Who Build Trust framework and moves them from concept to practice. Managers turn a vague ask into a clear expectation with the SET model. They coach a real challenge using a repeatable coaching model, then switch roles. They plan the conversation they've been avoiding using STEAM. Every round uses real situations from their own teams, with peer feedback on what's working.

Because organizations thrive or die based on their middle managers.
Great management shouldn't be the exception. It should be the standard.





WHAT PARTICIPANTS WILL PRACTICE

- Spot the six warning signs of undermanagement in yourself before your team does
- Make the small, daily trust deposits that build authentic relationships
- Turn a vague ask into a clear expectation with the SET model
- Coach a team member through a real challenge using a repeatable coaching model
- Plan and open the difficult conversation you've been avoiding using STEAM

502.797.3555 justin@justinpatton.com www.justinpatton.com

THE TRUST ARCHITECT GROUP

WORKSHOP DETAILS

TIMING
Half-day workshop. Three hours + breaks.

DELIVERY METHOD
In person or virtual

MATERIALS
A workbook and a personalized Trust Audit for every attendee.

PARTICIPANTS LEAVE WITH
A personal manager action plan built around the four plays.

PROGRAM BEST USED WHEN

- You've promoted strong performers into management without much formal training
- Your best people are leaving because of their manager, not the work
- Your managers are undermanaging: vague expectations, delayed feedback, and work they should be delegating
- Your managers heard the keynote and you want them practicing the plays, not just remembering them
- You run a leadership development program and want every manager using the same playbook and language







WHAT CLIENTS ARE SAYING

"On behalf of the ELT, the three-hour ELD workshop was time very well spent. Justin provided us with some great examples and practical approaches for us to build a corporate culture based on trust. He kept everyone highly engaged."

GARY BRADBURY, *COO at National Rural Utilities Cooperative Finance Corporation*

502.797.3555 justin@justinpatton.com www.justinpatton.com

THE TRUST ARCHITECT GROUP