The 3 Skills That Produce Extraordinary Cultures

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| Build Safety | Share Vulnerability | Establish Purpose |
| Over-Communicate your Listening  Spotlight your Fallibility Early On  Embrace the Messenger  Overdo Thank-Yous  Eliminate Bad Apples  Create Safe, Collision-Rich Spaces  Make Sure Everyone Has a Voice  Pick Up Trash  Capitalize on Threshold Moments  Embrace Fun | The Leader should be Vulnerable First and Most Often  Deliver the Negative Stuff in Person  When Forming Groups   * Listen Like a Trampoline * Resist the Temptation to Reflexively Make Suggestions * Use Candor-Surfacing Practices like AARs and Brain Trusts * Aim for Candor but Avoid Brutal Honesty   Align Language with Action  Build a Wall Between Performance Review and Professional  Development  Use Flash Mentoring | Name and Rank Your Priorities  Be Ten Times as Clear About  Your Priorities as You Think You  Should Be  Figure Out Where Your Group  Aims for Proficiency and Where it  Aims for Creativity  Embrace the Use of  Catchphrases  Measure What Really Matters  Use Artifacts |