

# UNSTOPPABLE TEAMS



THE FOUR ESSENTIAL ACTIONS OF  
HIGH-PERFORMANCE LEADERSHIP

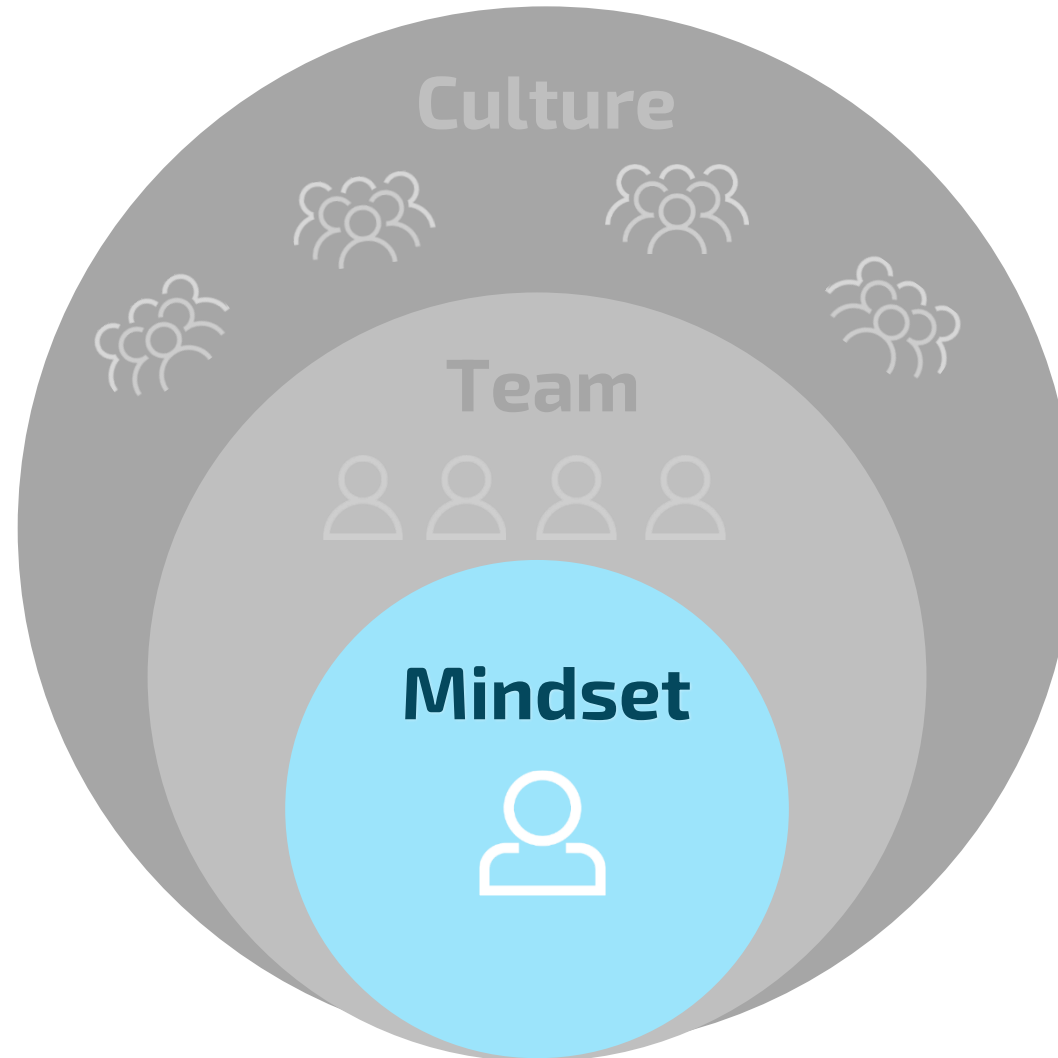
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≡ ALDEN MILLS ≡

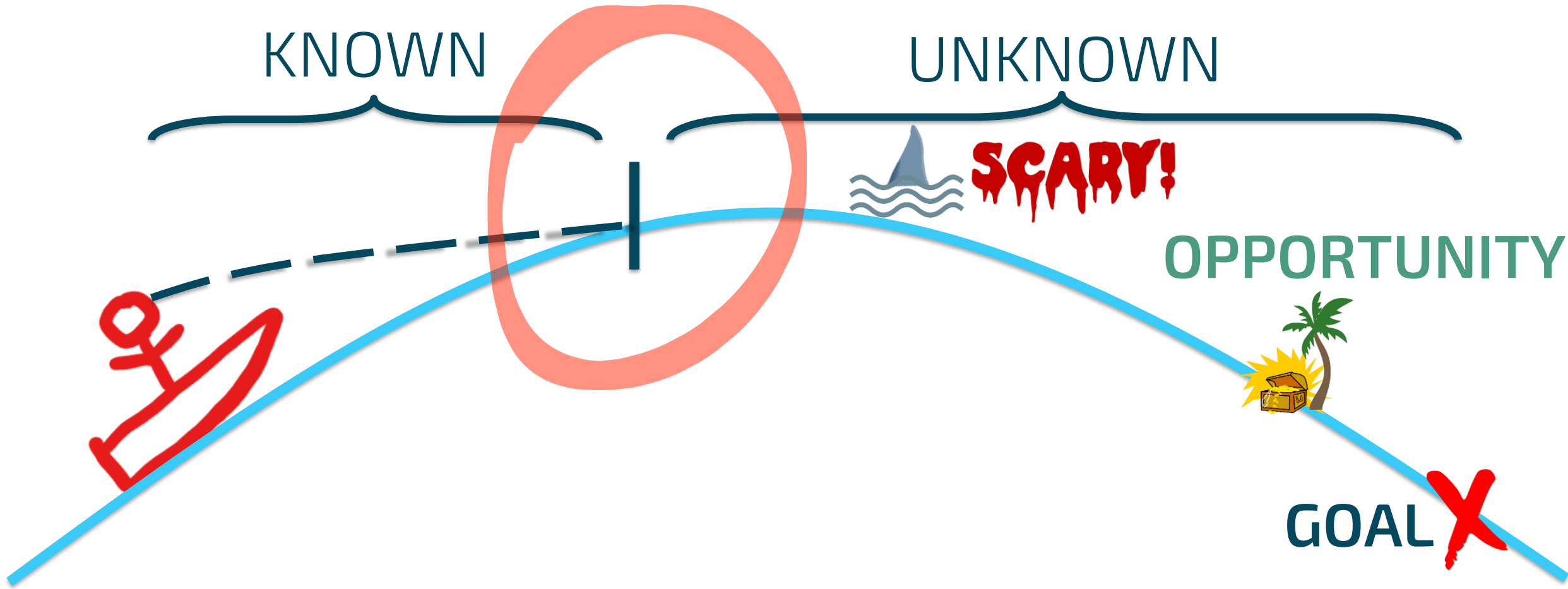
# Leadership Levels



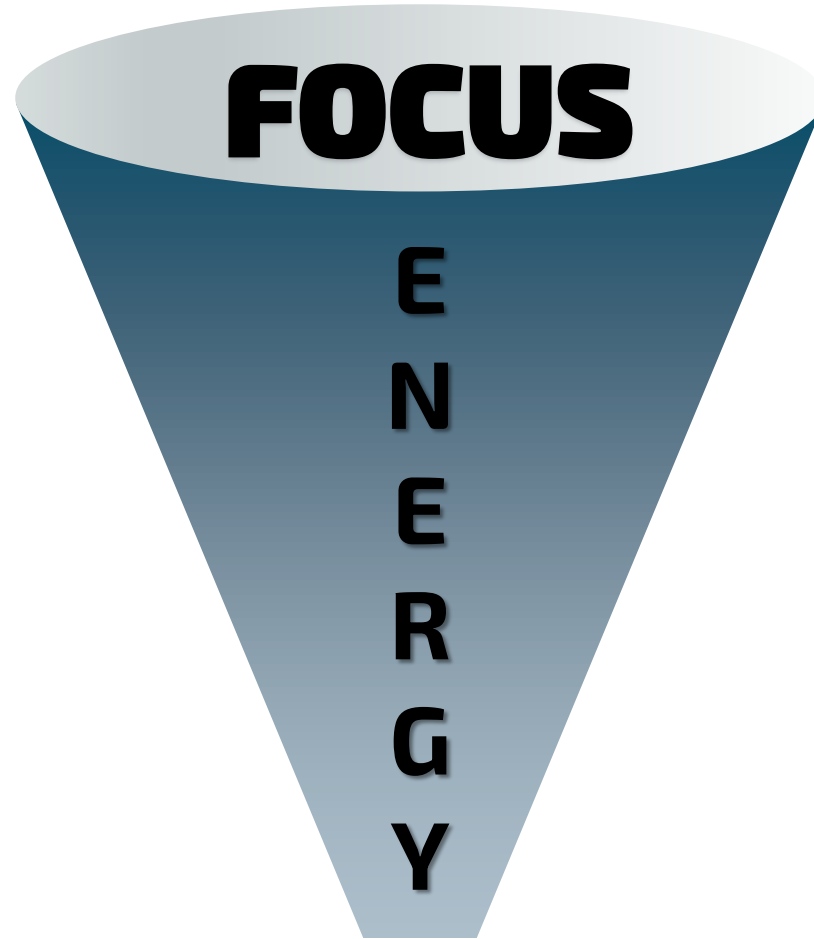
# Leadership Levels



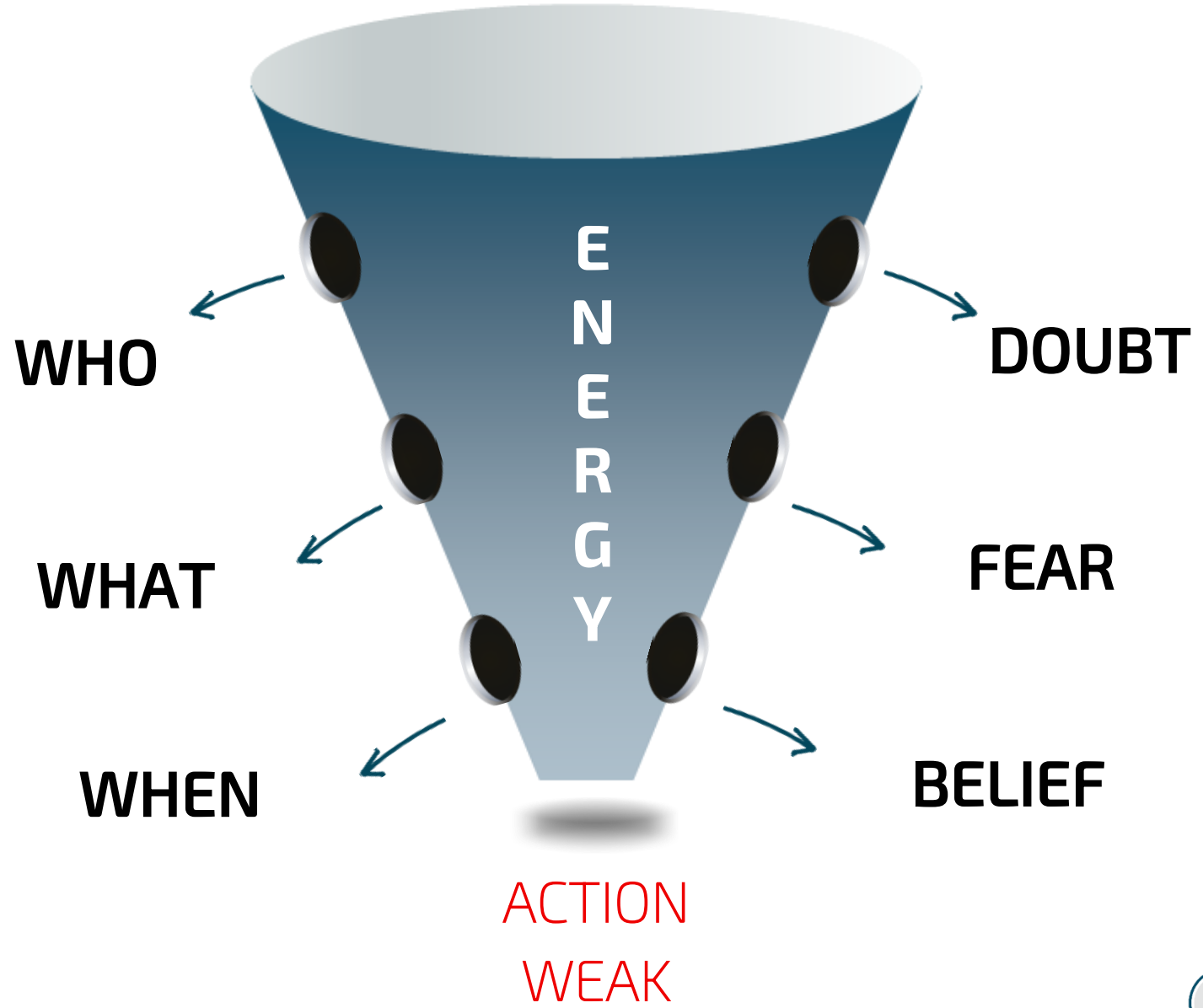
# Mindset Horizon



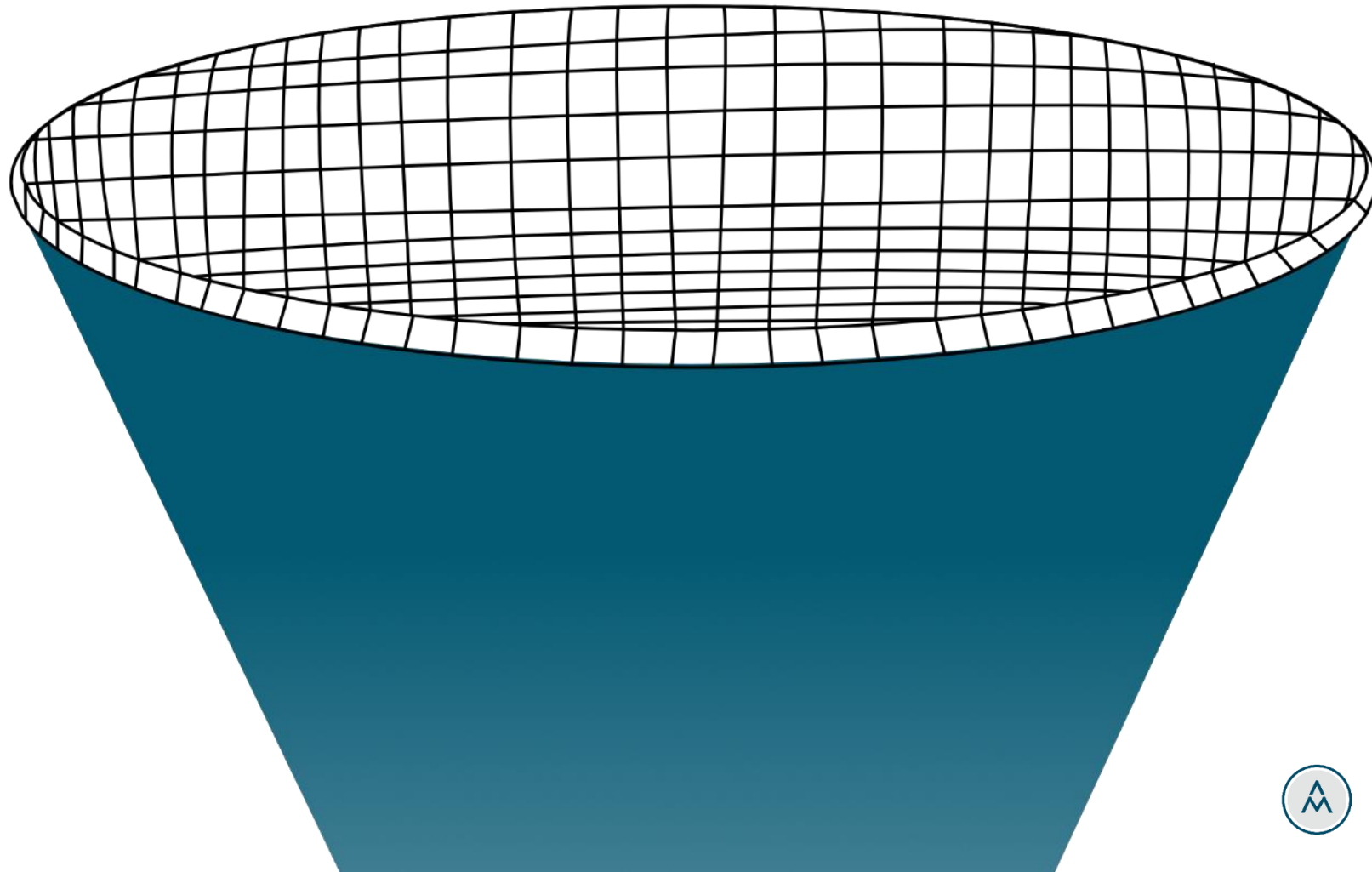




**ACTION**



# Filter *thoughts*





# Filter thoughts

It's Worth Trying

**Game Over!!**

*need to figure out a way*

UNCOMFORTABLE

**WE CAN DO IT!** PAINFUL

**CAN'T BE DONE!**

I GOT THIS

TOO HARD

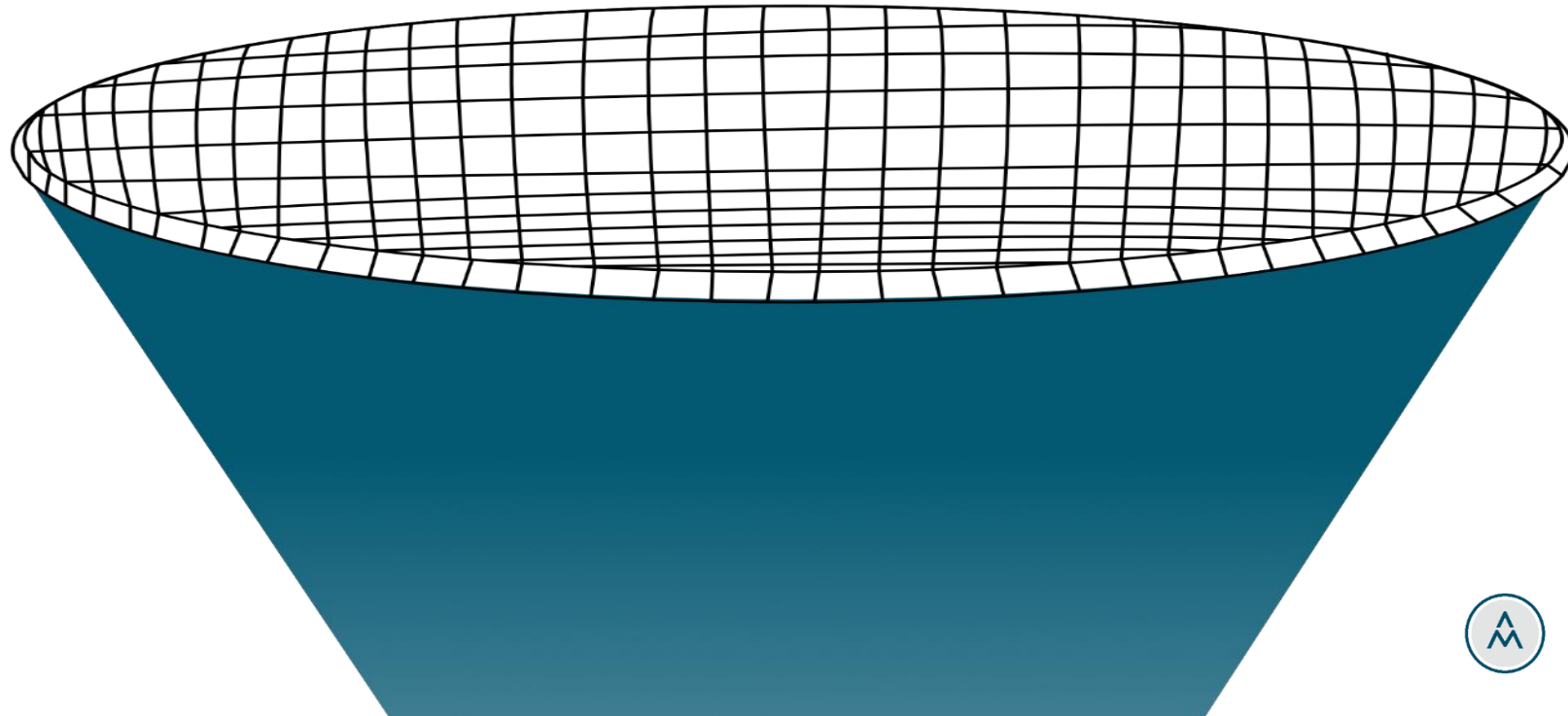
*What If It Works?*

*not enough*

Never Done It...

**NOT** *possible*

*resources*



# Filter thoughts

It's Worth Trying

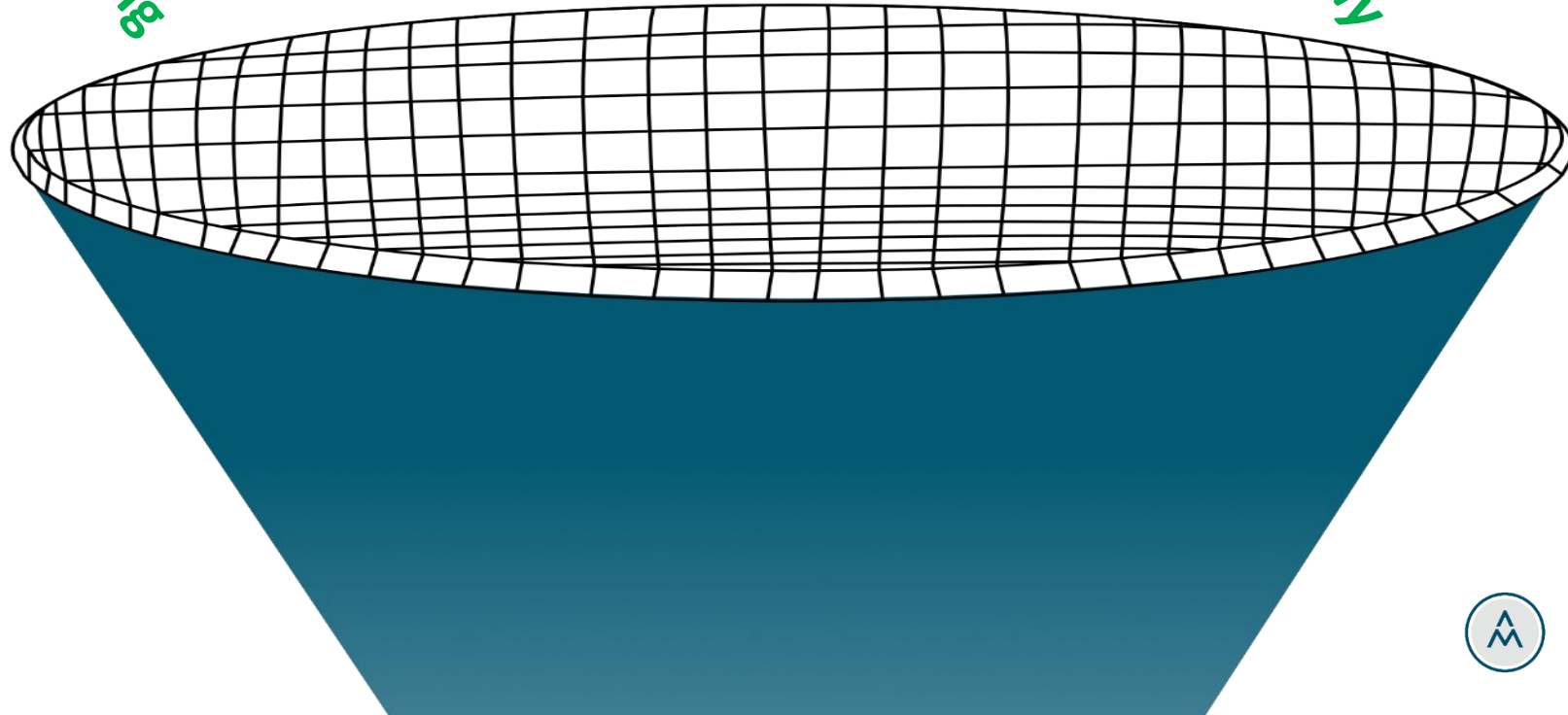
What If It Works?

**WE CAN DO IT!**

We have what it takes

I GOT THIS

need to figure out a way



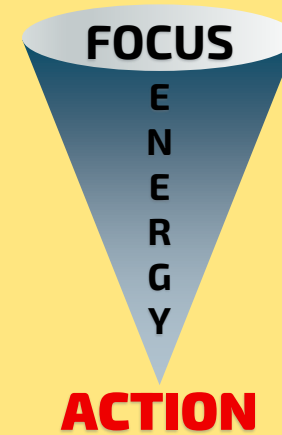




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# Focus Fundamentals

- **Funnel is agnostic**
- **Attracts “like” energy**
- **Moment vs Mountain**



# Leadership Levels



**“No one cares how much you know,  
until they know how much you care.”**

- President Theodore Roosevelt



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**trust**



**Team  
Actions**



## Connect Tips



**Safety > Belong > Value**

**Selfish → Selfless**

# Connect Tips



## 3 Types of Listening

- **Win**
- **Fix**
- **Understand**

# LISTEN to Understand:

## 6 Actions of High-Performance Listening



**L**ean in Your body posture communicates volumes before you open your mouth. Show your interest in listening to understand by facing the person, using eye contact and removing distractions.

**I**ndicate your intention

Let the speaker know your intentions by saying:  
"Help me understand", "What do you think?", "What am I/we missing?"

**S**uspend your judgement

While you listen, take everything the speaker is telling you is true and put your bias, judgment, beliefs, on the back burner while you let a solution develop.

**T**une into tone

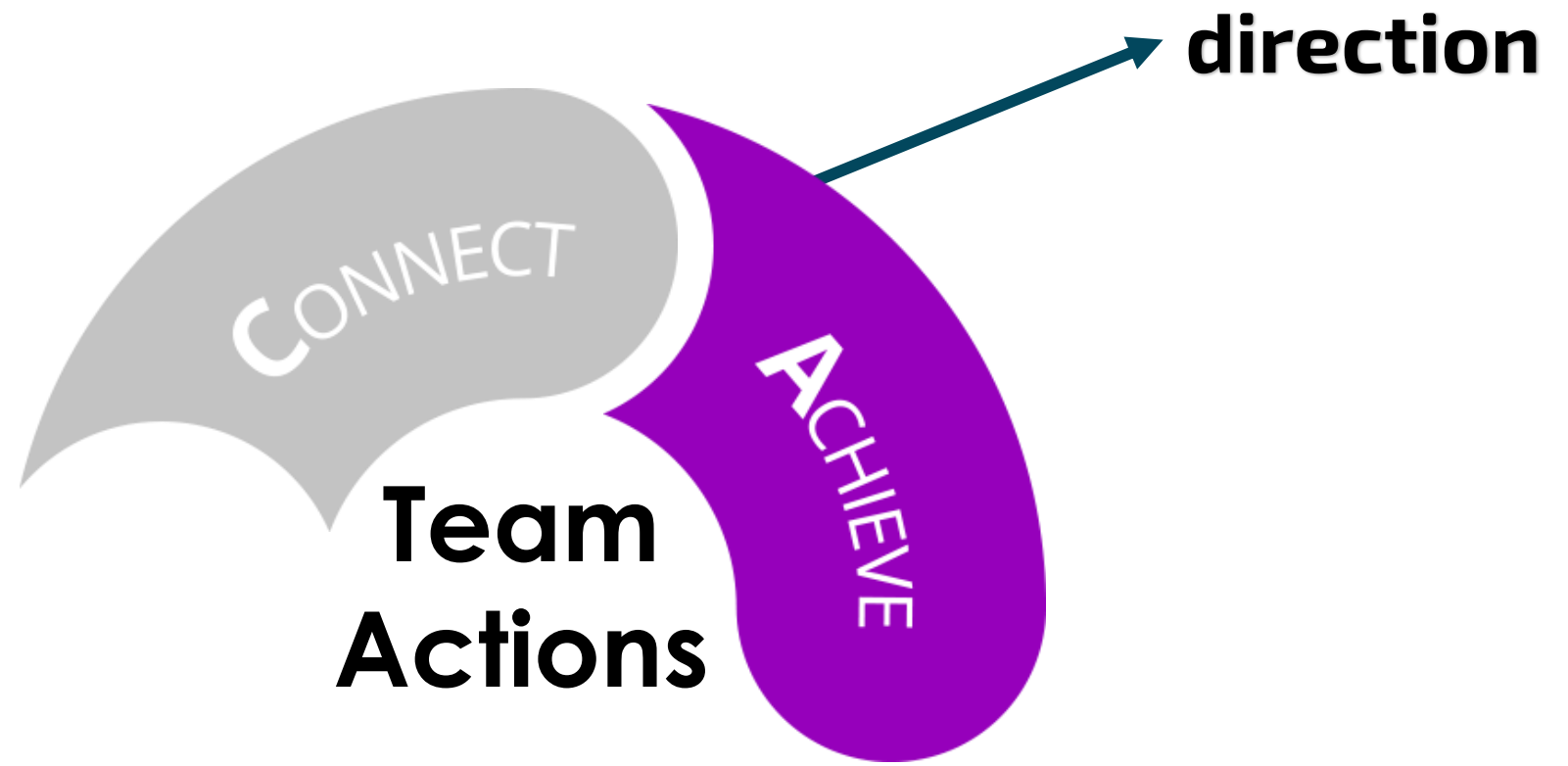
Tone is an emotional indicator of how the speaker is feeling. Listen for pitch, volume, and pace and then match it with their body language to gain a deeper understanding of the speaker.

**E**mpathize

A way to help you empathize is verbally relating an emotion. The more you can feel what the speaker feels the greater the connection with the speaker, which will help you learn the best solution.

**N**otice non-verbal feedback

Look for non-verbal cues. The key is to get the speaker comfortable to communicate what's truly on their mind and heart.



# Achieve Tips



## Goal Setting Fundamentals

1. **Define Goal**
2. **Build Goal Team**
3. **Create Goal Commitments**

# Goals

## 10 Year

Personal/Professional

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## 3 Year

Personal/Professional

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## 1 Year

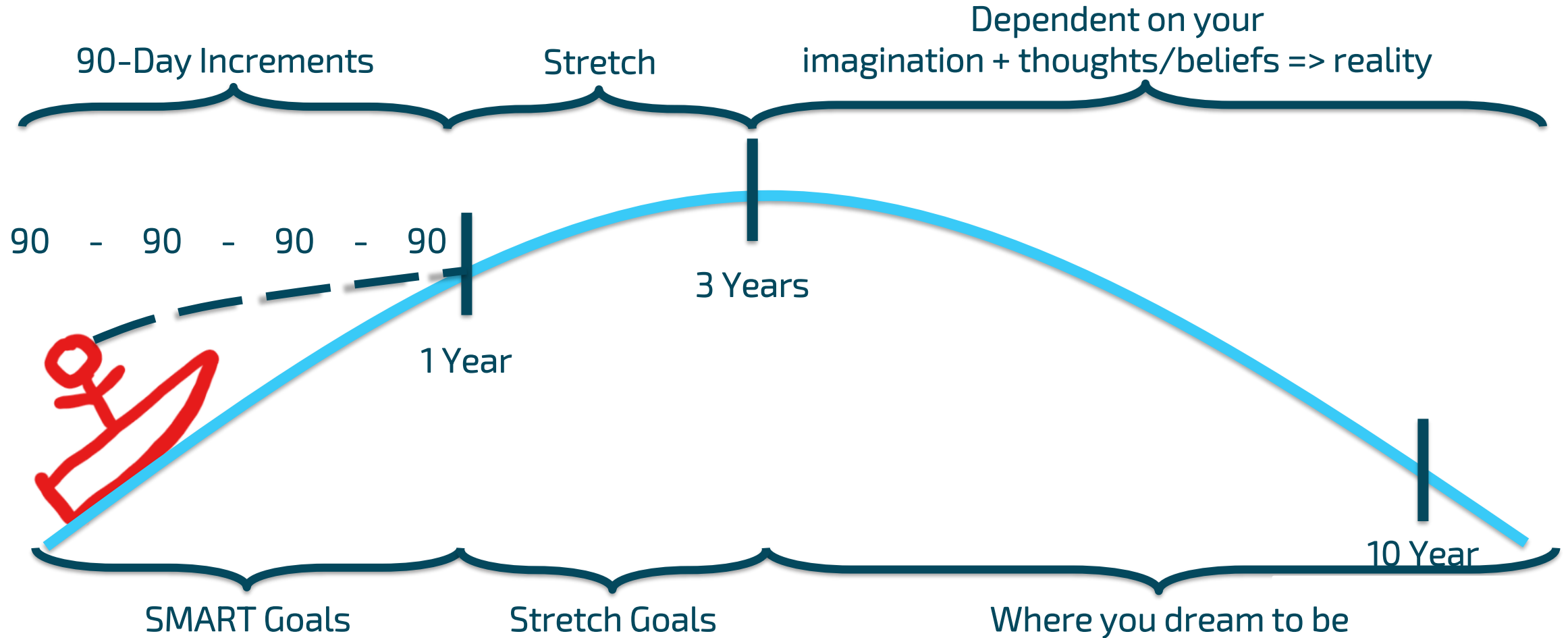
Personal/Professional

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# Goal Horizon



# GoalBud



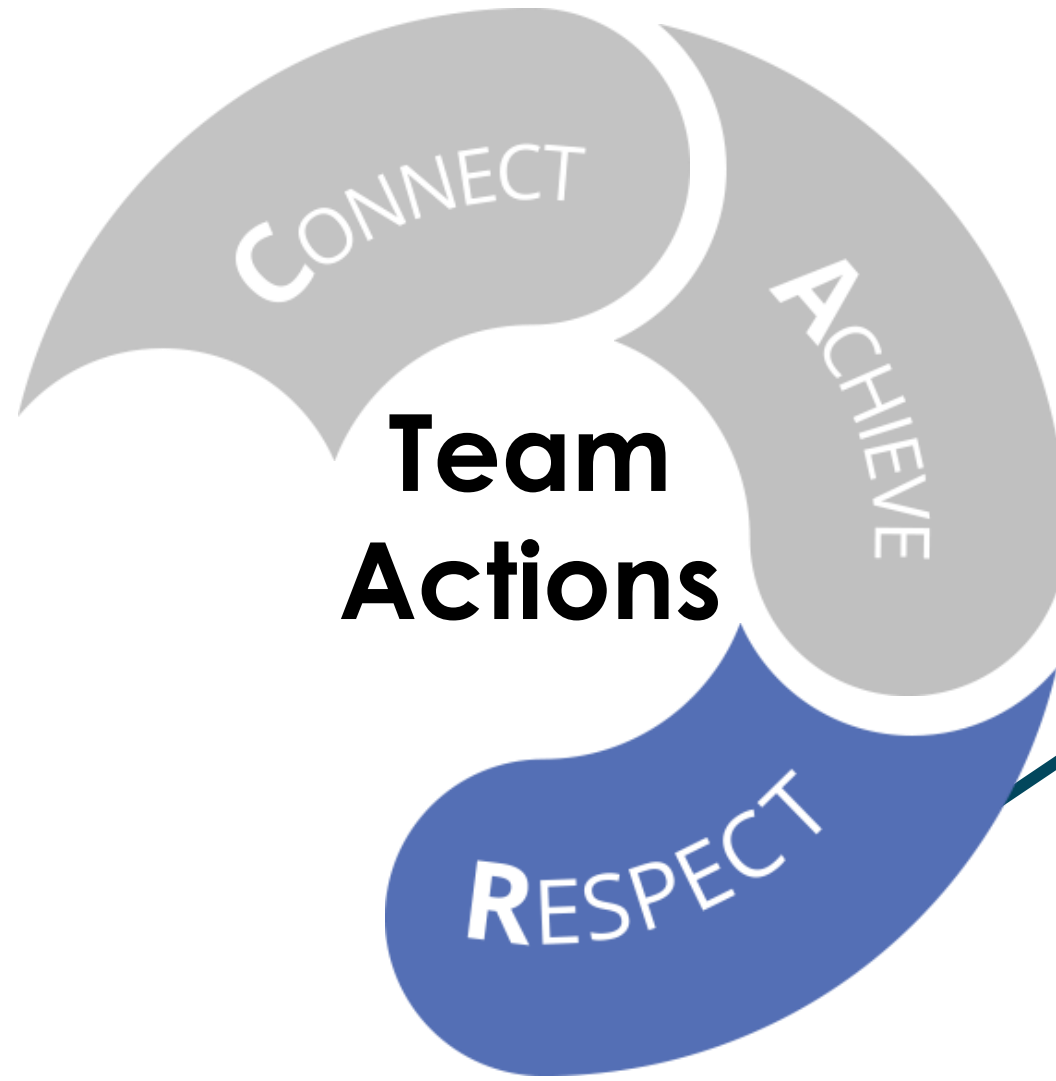


# Achieve Tips

## Setting Direction

- **Goal Setting**
- **Align meaning with mission**





**contribution**

# Respect Tips



**Conflict > Confidence > Contribution**

# Respect Tips



## Embracing conflict

- **Asking**  
“what do you think?”  
“what am I missing?”  
“how can I be better?”

# Respect Tips



## Embracing conflict

- How to CLEAR existing conflict

# CLEAR Conflict

## Through Embracing It



### Clarify intent

CLEAR-ing starts with an initiator asking: "I have a topic I want to clear with you – is now a good time to discuss it?" State why you want to CLEAR with this person – be complimentary of the relationship you wish to preserve (i.e. "I enjoy working with you"; "I depend on you"; "your work is vital", etc.)



### List facts

Let the receiver know they will have an opportunity to respond after you list the facts and express your recent experience with them. When listing the facts – remember these are the facts as you perceive them – be prepared for different facts from the receiver. Be as specific, respectful, and unemotional as possible when listing facts.



### Express emotions

Explain how these facts and receiver's actions impacted your emotions. This is the initiator's moment to "clear the air". This stage of the CLEAR-ing exercise achieves two things: enable the initiator to vent frustrations; and highlight consequences of receiver's actions.



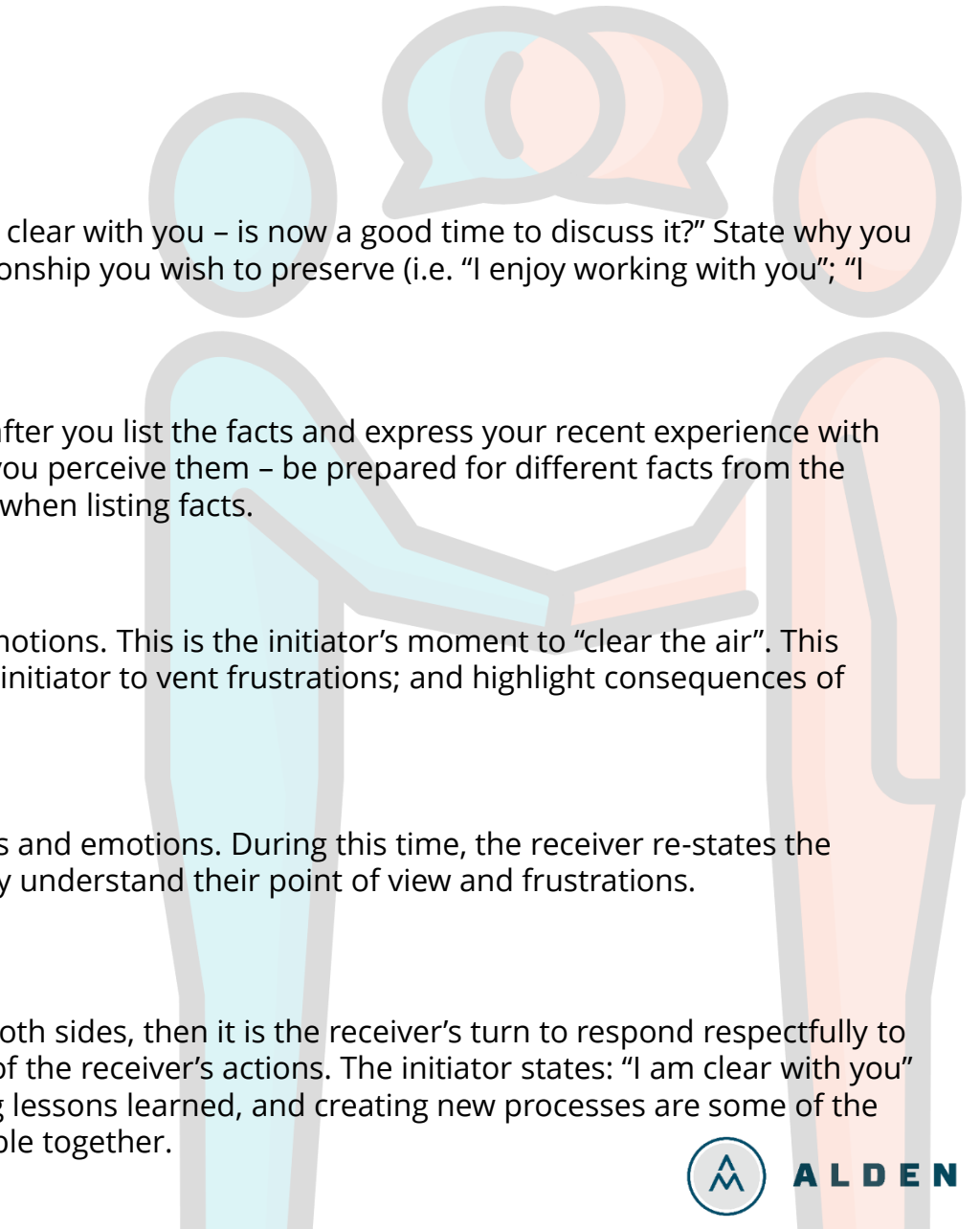
### Acknowledge

Now it is time for the receiver to acknowledge the initiator's facts and emotions. During this time, the receiver re-states the initiator's facts and emotions to demonstrate to the initiator they understand their point of view and frustrations.



### Respond respectfully

Once facts and emotions are confirmed and acknowledged by both sides, then it is the receiver's turn to respond respectfully to the facts and emotions, and discuss the original positive intent of the receiver's actions. The initiator states: "I am clear with you" only when dialogue is satisfactorily complete. Apologies, sharing lessons learned, and creating new processes are some of the ways to help complete the CLEAR-ing process and Be Unstoppable together.



**ownership**



# Empower Tips

## Building owners with coaching

- Educate using internal/external/OJT
- “Swim Buddy” Program







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# Thank you



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