

# Courageous Cultures



LET'S GROW **LEADERS**

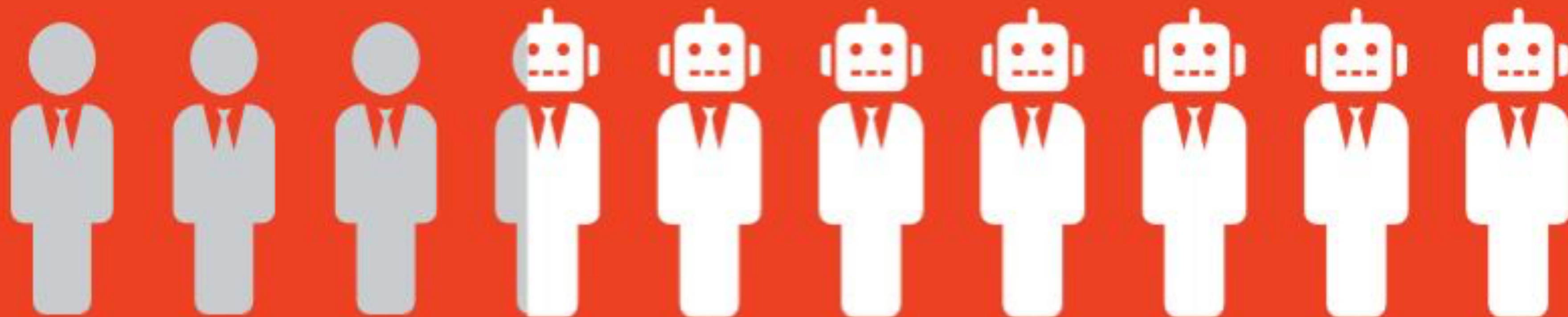


What is your  
#1 way  
to cultivate courage  
and innovation



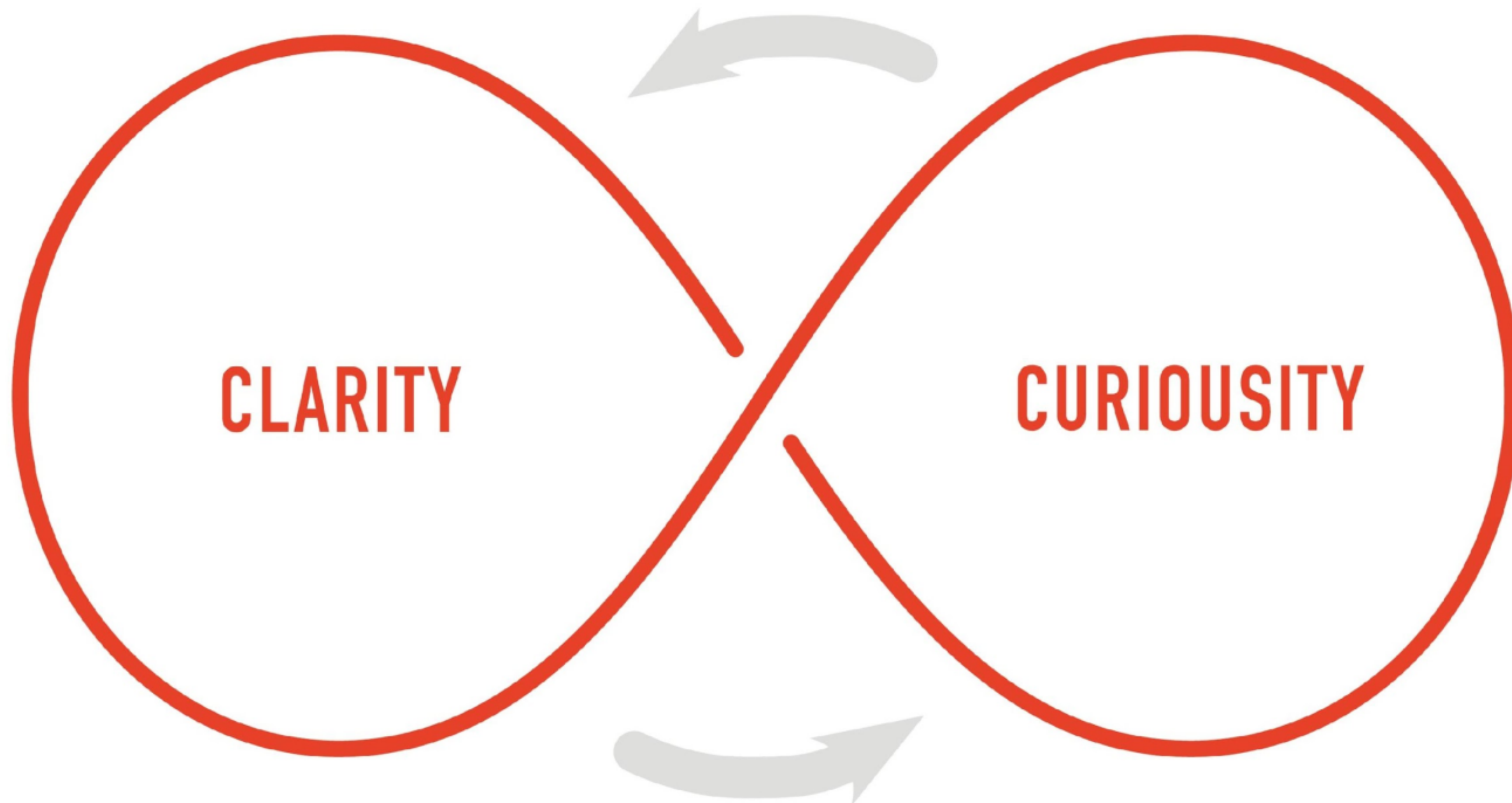
LET'S GROW LEADERS

**"BECAUSE WE HAVE  
ALWAYS DONE IT  
THIS WAY"**



# What would those ideas improve?

- **Efficiency** in a process
- **Customer service**
- **Employee performance**



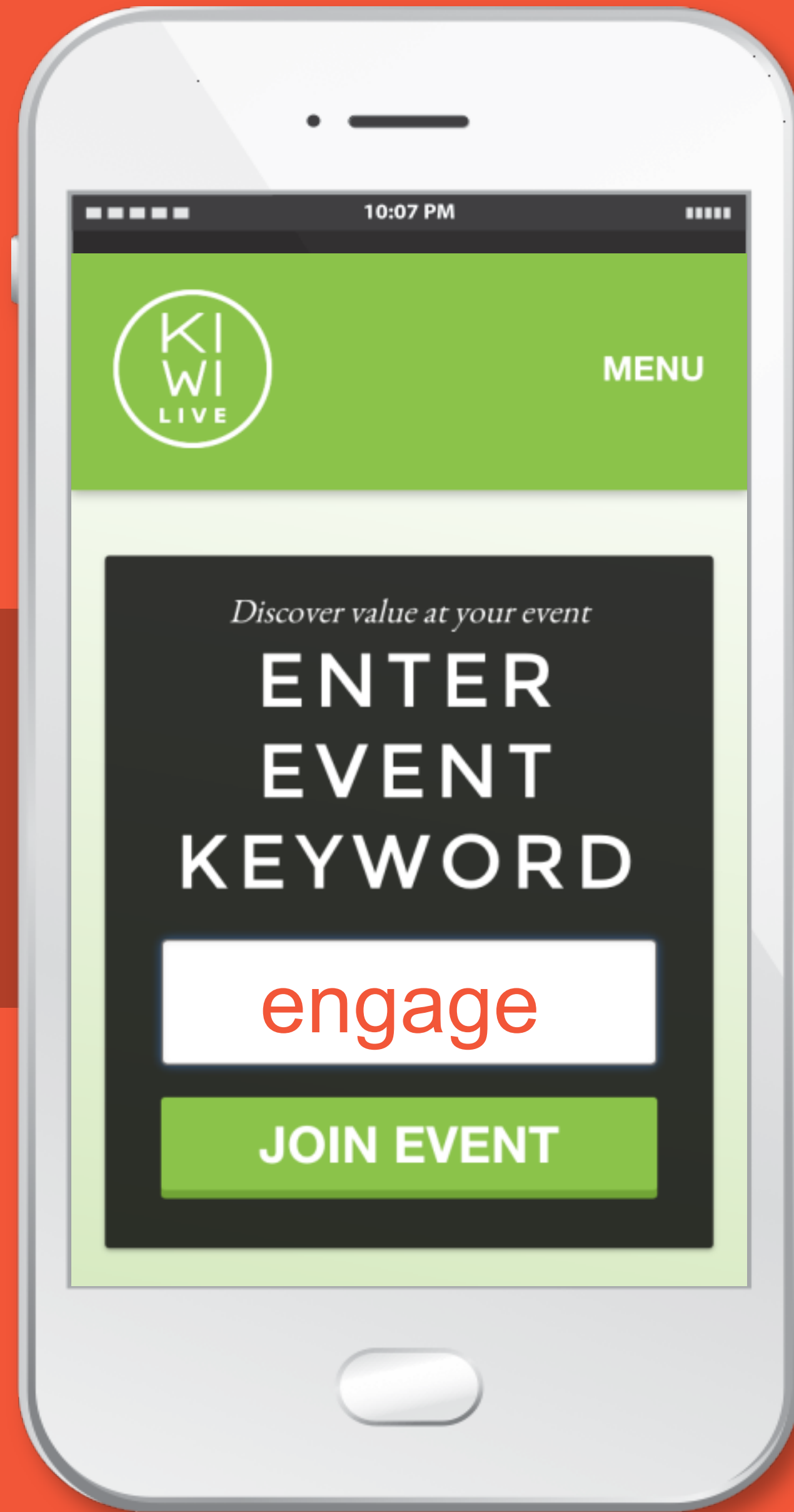


# INSPIRING INNOVATION

Fostering a Courageous Culture of Micro-Innovators, Problem Solvers, and Customer Advocates

A WHITE PAPER FROM INTERNATIONALLY RECOGNIZED LEADERSHIP EXPERTS KARIN HURT AND DAVID DYE.

 LET'SGROWLEADERS



Get all the tools free, the white paper, & the Winning Well facilitators guide.

KiwiLive.com  
keyword: **engage**

# Courage Map



# ASKING for A FRIEND

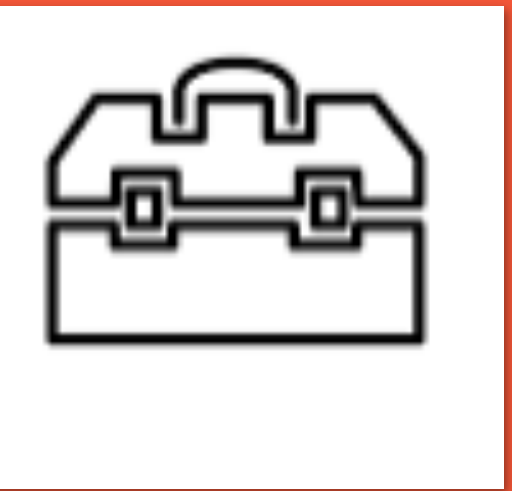
REAL QUESTIONS—  
REAL ANSWERS ...



ASK Karin & David Your  
LEADERSHIP QUESTION



LET'S GROW LEADERS



# Help people have a good

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LET'S GROW LEADERS

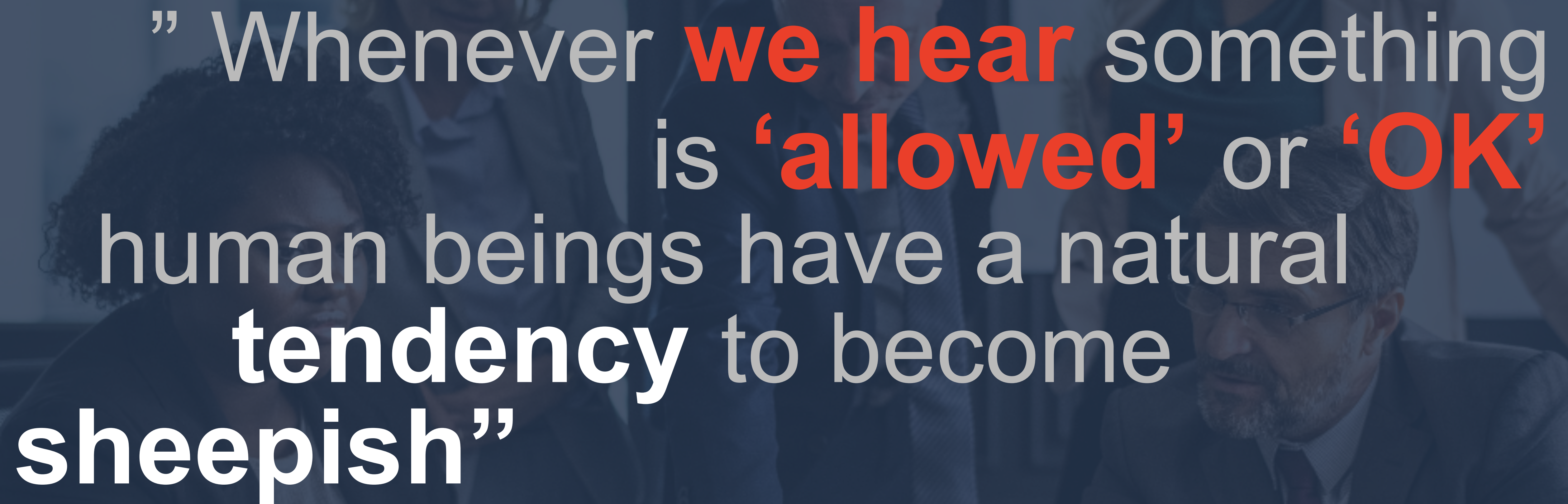


**Cultivate**  
**Curiosity**

The problem  
with your  
open door...



LET'S GROW LEADERS

A background image showing a group of business professionals in a meeting, with a blue overlay. The text is overlaid on this image.

” Whenever **we hear** something  
is **‘allowed’** or **‘OK’**  
human beings have a natural  
**tendency** to become  
**sheepish”**

**-London Business School Review**

# Courageous Questions

What is our customers' #1 frustration?

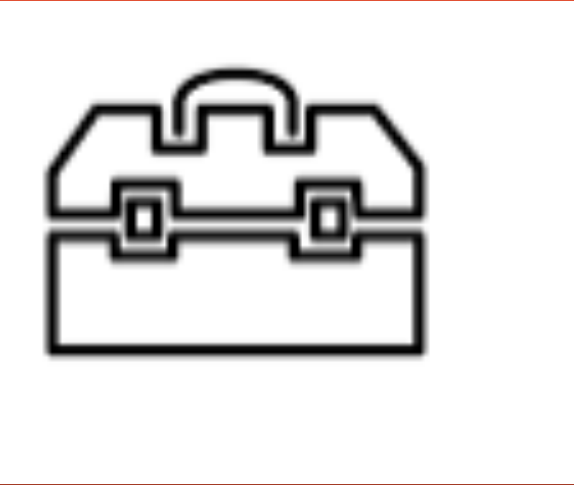
# Courageous Questions

What is the problem no one talks about?

# Courageous Questions

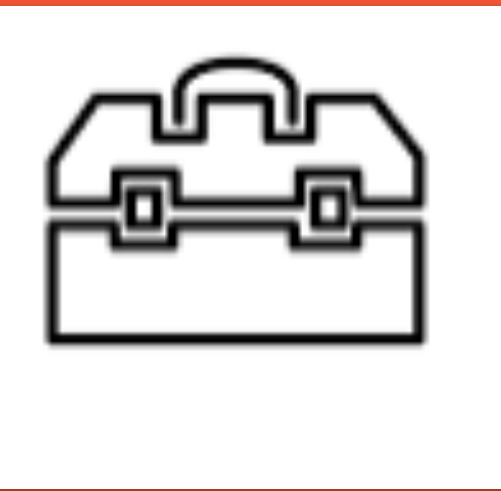
What's not working or will sabotage our success if we don't fix it?







**Respond  
With  
Regard**



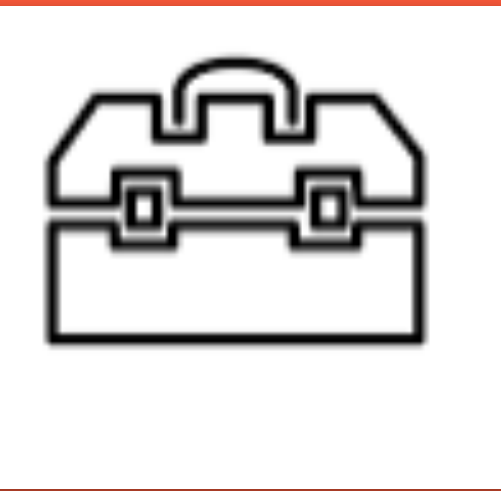
# Idea Feedback Tool

**4 Responses to Use When You're Given an Idea.**

**The idea is...**

## **1. Already Implemented.**

Explain where and how the idea is in use and who the team member might talk with to learn more.



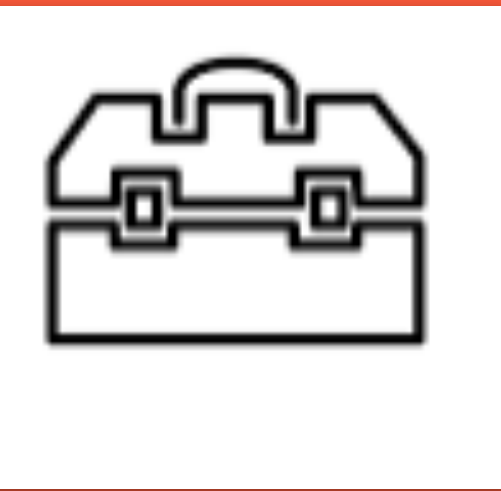
# Idea Feedback Tool

4 Responses to Use When You're Given an Idea.

The idea is...

## 2. Incomplete.

What additional information can you give the team member? What questions or obstacles do they need to address? Can you ask them to resubmit their idea with the additional information thought through?



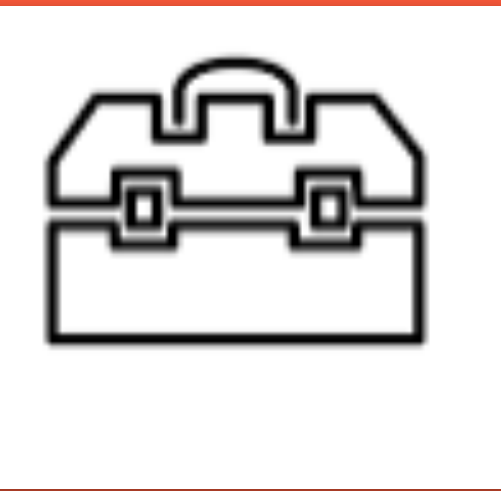
# Idea Feedback Tool

**4 Responses to Use When You're Given an Idea.**

**The idea is...**

**3. Ready to be trialed and tested.**

**Can you invite the team member to help with the trial?**



# Idea Feedback Tool

4 Responses to Use When You're Given an Idea.

The idea is...

**4. Not moving forward.**

What considerations made the idea less valuable right now? Is there additional information that would help the employee come up with better ideas next time?

- Does it meet the criteria?
- How can we learn & improve?
- “Who needs this?”
- Why does this work?
- How can this work in different in different contexts?