

FROM THE VAULT: Confronting Challenges

True leadership involves **building trust by getting ahead of problems** by taking the initiative to have hard conversations even when you don't want to.

One way to initiate those conversations is to take a **proactive posture**. If you think somebody is looking for you, you should go look for them and initiate the conversation. Doing so will:

1. Build trust with the people you work with.
2. Take the pressure off the other person, as well as yourself.
3. Help you keep the “keys to the business” and continue operating further down the road. When you are able to look down the road and around the corner, you will be able to confront and fix the problem before it affects the organization, the employees, and/or the customers.

QUESTIONS FOR REFLECTION:

Are there any challenges you can see arising in the next couple years?

Who do you need to talk to about it?

What can you do to get ahead of it?

Are there any “500-lb gorillas” you need to open the cage for and face?

What are the conversations you need to elevate early and often?

Who should be a part of them?

How can you implement them into your routines?

How can you create a track record that shows you are trustworthy?
