

DHS Leader Development Program
Human Capital Management
Leadership Trust & Transparency



Homeland Security

As a Matter of Fact:

Compared with people at low-trust companies, people at high-trust companies report: 74% less stress, 106% more energy at work, 50% higher productivity, 13% fewer sick days, and 76% more engagement. *Harvard Business Review, 2017*

This year, many leaders have found themselves managing teams at a distance; and many others continued managing teams that have always been far outside an "office" environment. Virtual and remote work dynamics add a challenging dimension to building relationship between leader and the individuals on their team and equally impact the way in which a leader helps make individuals feel connected to each other as a team. Transparency and trust become not only more important, but more difficult at the same time. These realities have rendered some traditional mindsets obsolete, as "out of sight but not out of mind" becomes the norm. Leaders must become adept at building multi-dimensional trust through two-dimensional mediums. In turn, employees must consider how to establish trust, integrity and credibility in their performance at a distance. The importance of connecting beyond the mouse click requires extra effort and sharing in ways that may have never been considered before – ironically, teams may find themselves growing "closer" to each other while at a distance than when they were in proximity to one another. How can leadership values permeate the small screens through which so many now live and work, especially when everyone is coping with individual changes, fears and frustrations at a swiftly changing world - and a handshake, hug or even just a helping hand are out of reach? Very simply, by actively investing in treating each other as human "be"ings, rather than just human "do"ings!

Ready to enhance your leadership skills? Check out these resources!

Helpful tip: If the Skillssoft links below do not work for you, just copy the title into your Component's learning management system to access these resources.

"The ability to establish, grow, extend, and restore trust is the key professional and personal competency of our time" -- Stephen Covey

Watch and Learn – Want to know more? Get wiser in just 4 minutes!

Hear from Industry Experts

[Trust Through Transparency](#)
[Be A Leader That Others Want To Follow](#)

[Awareness Is A Key to Unlock Blindspots](#)
[Leading Effectively in a Virtual Environment](#)

Engage and Explore – Have more time to invest in your success? Micro-learning segments in these courses can be helpful!

Courses / Leadercamps



[The Building Blocks of Building Trust](#), 29-minute course explores trust - what makes you and others trustworthy, and how to demonstrate trustworthiness through your own professional accountability.

[Facing Virtual Team Challenges](#), 27-minute course, you'll learn how to handle challenges facing your team, and how to evaluate your own style.

[Leading in The New Normal Session 2](#), 1.5-hour replay focuses on how you can be impactful as a manager focused on business continuity, safety and compliance, as a leader focused on inspiring, motivating, and engaging others, and as a driver of strategy focused on setting direction, anticipating roadblocks, and developing agile systems and process.

Read or Listen – Interested in digging deeper? Delve into these books, available in multiple formats!



[Inspiring Trust: Bringing Out the Best in Your People and Yourself](#), 30-page book

[MIT Sloan Management Review Article on Leading Remotely Requires New Communication Strategies](#) 4-page article

Apply and Grow – Ready to Practice? Try these steps to increase your leadership success!

Want to Be Credible? Admit Your Mistakes! Why? Because people know that if you're willing to be honest about things that are not perfect, they can trust your word when things are going well, when you compliment them, and when you assure them. Humility and optimism are a powerful combination that earn respect. Don't be the emperor with no clothes – *practice becoming comfortable with sharing reflections* in moments that go awry, disappointments, or even repercussions. While no one is asking for a continuous barrage of mea culpas, *practice being transparent* about small things first. *Be willing to admit your preferences, your likes, and dislikes.* And then when something goes awry, share a bit about what you learned, and how you might proceed next time. Better yet, ask your team for their feedback and insights about the situation. Too many people worry that admitting defeat might reduce respect. In most cases, occasionally sharing your own journey normalizes the notion that life and leadership are made of ups and downs. Not only will your team respect you more for being real, but they get permission to be transparent too – and you won't be the leader to whom no one wants to tell the truth!

Ask a Simple Question, Get an Important Answer. Whether physically together or separated, it's not critical that a leader know how every minute of their team's day is accounted for; what's more important is knowing what their team achieved. Commit to asking one team member or colleague each day one of the following questions, and you'll learn more about how much great work is taking place than you ever did from your office down the hall! Additionally, try a group exercise using these questions so everyone on the team can learn more about what makes each other tick – and spur some collaboration, commiseration and even innovation! Here are the only five questions you'll ever need to establish your interest in your team, learn more about their performance, and encourage transparency and trust amongst all team members: 1) What mattered most to you today? 2) What's a problem that you recently solved, and what was fulfilling to you about how you solved it? 3) What did you learn today? 4) If you could have worked on anything else today whether it currently exists or not, whether it's on your plate or not, whether it's an organizational priority or not, what would it have been? 5) What is something or someone that will be better a year from now, because of something you achieved this week?

- To learn about strategies for day-to-day leadership success, join an upcoming [LDP Learning Café](#) or check out podcasts of previous ones!
- [The Coaching Talent Bank](#) is a one stop shop for those seeking a coach – invest in your leadership success and contact a coach directly.
- Interested in increasing your leadership potential? Learn more about [Leadership Bridges](#) for resources and opportunities.
- Find out more about requirements and options for [Supervisors, Managers and Executives](#) and targeted development for [Team Members and Team Leads](#)
- The DHS [Leader Development Speakers Talent Bank](#) invites talented presenters to join, and organizations to seek great options for facilitation.
- Visit the DHS [Leadership Library](#) for more books and articles to help you lead.
- Catch someone in the act of being a leader! Send a ["Caught You Leading! Keep It Up!" Leader Gram](#) today!
- For more information and resources visit [DHS Leader Development Program](#) or contact your Component [Leader Development Action Officer](#)