

Train-the-Trainer (T3) User Group Meeting Notes

Date: May 16, 2025

In Attendance: Ray Clark, Theresa Custer, Leslie Delman, Danny D'Angelo, Seherzada Dzaferovic, Liz Grade, Eric Gustavus, Rachel Haynes, Ellen Ingram, Tammie Krzeminski, Donna Landon, Rick Piraino, Melanie Romas, John Rutkiewicz, Sara Skarda, Carissa Zachary

T3 Web Page Overview

We've launched a dedicated Train-the-Trainer web page for easy access to all resources:

www.livingasaleader.com/t3

Includes:

- Newsletters, meeting recordings, and notes
- Direct links to the T3 library and T3 product store
- Workshop statistics (updated regularly)
- Sample client stories, online forms, relevant articles
- Zoom call info (same link each time)
- All executive summaries for LDS and ELS
- Testimonials by service category
- Competency mapping support
- Free book request form
- Calendar of events

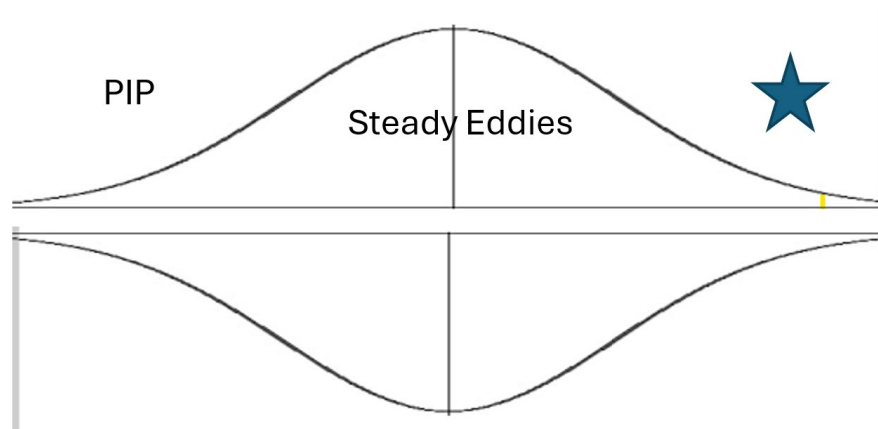
We encourage you to explore the site and share any suggestions you may have. If there's a tool, document, or idea that would enhance your experience, reach out to Theresa—she's gathering input to continuously improve the page.

NEW: Referral Opportunity

- You can now earn 10% commission or receive training product credit for any referred business that closes.
 - A link to the referral details will be posted on the T3 web page.
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Workshop Highlight: Seven Most Common Mistakes Leaders Make

- Rick's key focus areas:
 - Feedback Curve: Leaders tend to give feedback only to high or low performers. The "Steady Eddies" (80% of the workforce) are often overlooked but hold great potential. 10% PIP and 10% star employees.
 - Focus on giving one specific and genuine positive recognition per person per week using the prompt: What is this person doing that I value or appreciate?
 - Recognizing conduct as a deep well for meaningful recognition
 - Bell Curve Engagement: Invest more attention in the 80% middle group—your organizational glue.
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- Other top mistakes discussed:
 - Disrespectful Treatment: Top complaints include leaders using cell phones during conversations or missing 1:1 meetings.
 - Humility: Defined as recognizing there's no hierarchy of service. Everyone's contribution is essential.
 - Apologies: Genuine apologies can rebuild trust. Avoid phrases like "I apologize" or "I'm sorry but..." — stick with direct and heartfelt "I'm sorry" statements.
 - Identifying blind spots.

Great quote from the session:

"Unless your finger is cut, you don't notice your finger." This analogy highlighted how we tend to notice what's wrong rather than what's working. As leaders, it's essential to shift that mindset and recognize consistent, effective behavior.

Stats Update (Mini Upgrade)

- In the next 30–45 days, we'll update all statistics in workshops.
- Instead of embedding stats in workbooks/slides, we'll add a QR code/link to always-access current stats from our website. This avoids outdated content and supports real-time access for both in-person and eLearning formats.
- This change supports greater accuracy and easier updates across the board.

Shared Best Practices

- Set clear expectations around phone use before workshops begin (e.g., silence phones, step outside for calls).
- Introduce technology ground rules in the first session to create consistency.
- Use organizational engagement survey data to tailor messaging in relevant workshops (e.g., Culture of Engagement).
- Incorporate the four-part apology model to coach leaders through emotionally charged or difficult conversations.

What's Next

- Meeting recording, notes, and new resources will be posted on the T3 page.
- If you'd like to contribute to our next session (topic: Be a Great Coach), please send ideas or examples ahead of time.
- Stay tuned for updates on our larger Series Upgrade coming later this year.