

What's the difference and
why does it matter?

TRUTH
HARMONY
HONESTY





Winning
Matters

Shawnee
Harle



**TRUTH
HARMONY
HONESTY**

**What's the difference?
Why does it matter?**



TRUTH

An environment that looks, sounds and feels open and authentic.

The team is highly functioning because people deal with issues head on.



TRUTH FEELS LIKE THIS...

- **Trust and unity within the team**
- **Real and authentic conversations**
- **Healthy conflict**

TRUTH SERVES A PURPOSE...

- **Cards on the table**
- **Solve problems head on**
- **Invite and respond to conflict**



TRUTH HAS A PRICE...

- **Culture built around debate and conflict**
- **Courage to be vulnerable and transparent**
- **Holding yourself and others accountable**



TRUTH SHOWS UP LIKE THIS...

“Player retention is a serious issue and you’ve been a volunteer here for 15 years. How can we tap into your experience and insight to help solve this problem?”



TRUTH SHOWS UP LIKE THIS...

“During our meeting last month, you seemed disengaged and didn’t contribute to the conversation.

This week your club blocked our new policy around gender equity.

Can we have a truthful conversation so I can better understand your point of view?”



HARMONY

An environment that looks and sounds harmonious but doesn't truly feel that way.

People get along and get things done, but they duck and hide to protect themselves from problems, conflicts, fears, concerns.

HARMONY FEELS LIKE THIS...

- **Perceived agreement on ideas**
- **Fake laughter, smiles and head nodding**
- **Avoiding truth, hoping it will go away**



HARMONY SERVES A PURPOSE...

- **People like “nice”**
- **Helps people get along**
- **Keeps people happy**

HARMONY HAS A COST...

- **Lack of authenticity**
- **Lack of conflict**
- **Lack of accountability**



HARMONY SHOWS UP LIKE THIS...

“Player retention has been and always will be an issue.

I doubt our volunteers can contribute much to the conversation.

**But thank goodness for volunteers.
Where would we be without them?”**



HARMONY SHOWS UP LIKE THIS...

“I noticed the club president was disengaged and not contributing. Our group talked about it afterward and we agreed it wasn’t a big deal.

Obviously we were right. We had a great conversation that evening at the social and discussed our Fantasy Football teams.”

HONESTY

Honesty is a form of communication that tends to be self-serving.

The intention is to manipulate, force or coerce a change in behavior using blame, shame, guilt or fear.

The desired outcome is to “be right”.

HONESTY FEELS LIKE THIS...

- **I lose, you win**
- **It is personal, judgemental and hurtful**
- **It invites defensiveness or avoidance**

HONESTY SERVES A PURPOSE...

- **Clarity around who's in charge**
- **Controls people**
- **People get things done**



HONESTY HAS A COST...

- **It breaks relationships**
- **It builds fear**
- **Wrong people stay, right people leave**



HONESTY SHOWS UP LIKE THIS...

“Player retention continues to be an issue.

You’ve been here 15 years so you should know this.

You’ve seen this before.


Why can’t you fix?”



HONESTY SHOWS UP LIKE THIS...

“As usual, you sat there disengaged. Then you had the nerve to block the policy.

Why do you always have to make things so difficult?”



TRUTH
WHY DOES IT MATTER?

TRUTH MATTERS BECAUSE...

- **Proof of a high performing team**
- **Proof of Emotional Intelligence**
- **How we behave speaks to our culture**

TRUTH MATTERS BECAUSE...

The ALA's Values are

- **Accountability**
- **Teamwork**
- **Excellence**
- **Integrity**
- **Health and Safety**
- **Play Fair**
- **Reciprocity**
- **Courage and Perseverance**

TRUTH MATTERS BECAUSE...

**“LEADERSHIP WITHOUT
ACCOUNTABILITY IS
LEADERSHIP WITHOUT
CREDIBILITY”**

Gregg T. Johnson

TRUTH HAS A PRICE...

Willingness to

- **Stop avoiding problems**
- **Stop playing “nice”**
- **Stop avoiding conflict**
- **Stop trying to be right**
- **Start being a better listener**
- **Start having more empathy**
- **Start letting go of your ego**
- **Start raising the bar for your culture**

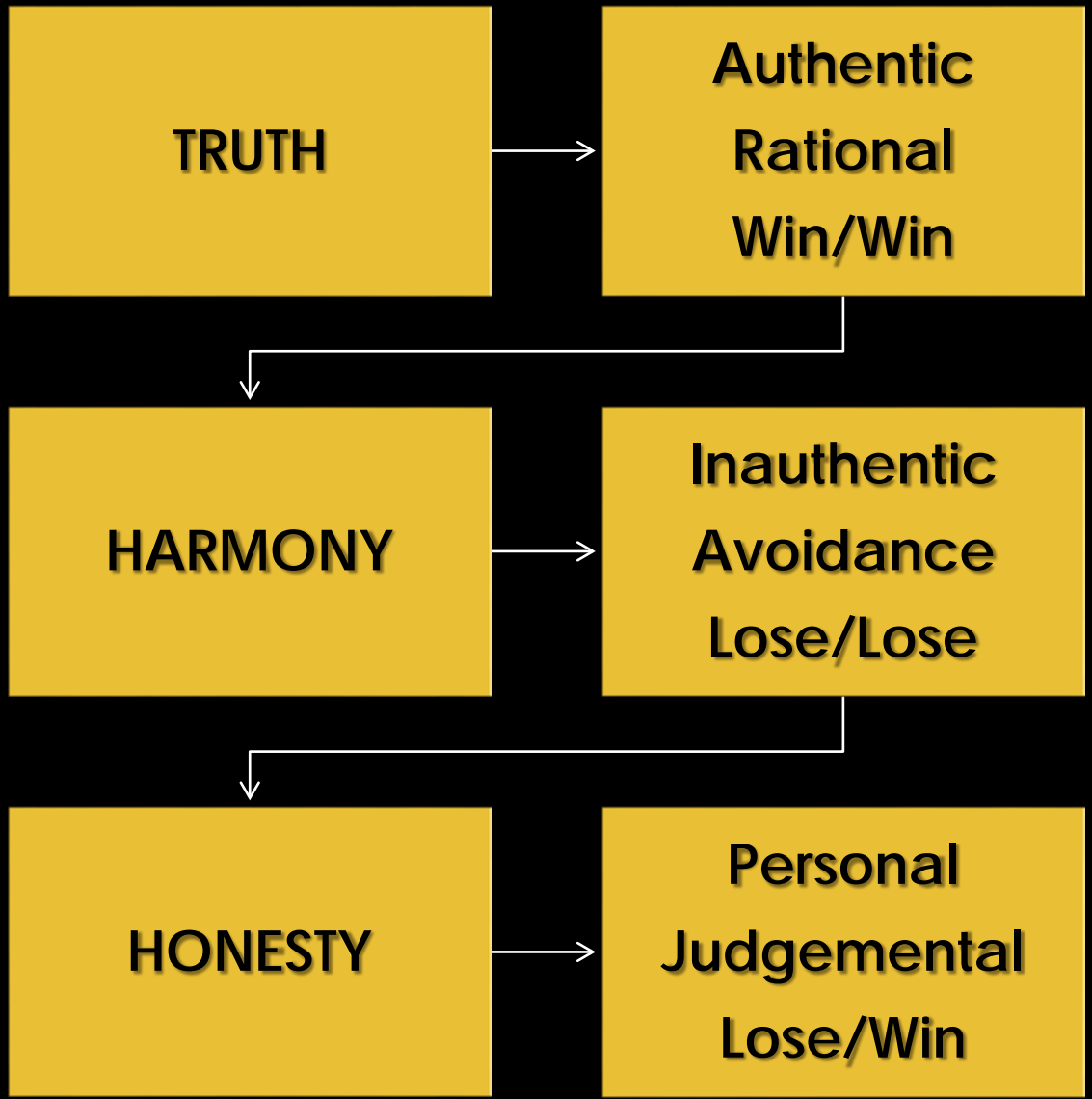
Do the best you can until
you know better.

Then when you know better,
do better.

-Maya Angelou



WHAT WILL YOU DO?





TRUTH



HARMONY



HONESTY

What's the difference and why does it matter?

TRUTH
is like
vegetables.

You don't
like it, but it's
good for you.

HARMONY
is like
ice cream.

It tastes
good but
isn't healthy.

HONESTY
is like
poison.

It kills trust
and unity.

**WINNING TEAMS
EAT THEIR VEGETABLES**





**If you do what you've always done,
you get what you've always gotten.**

If there is no change, then nothing changes.



TRY NOT.

DO

OR DO NOT.

THERE IS NO TRY.

— YODA



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CORPORATE COACH
LEADERSHIP COACH

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