



BOY SCOUTS OF AMERICA®
ORDER OF THE ARROW

LA420 - Building and Maintaining Relationships

On-line Training

Objectives

- Learn why “heart” is the key to trust and relationships
- Establish the 5 chambers of the “heart”
- Help you look at a new approach to relationships and trust
- Enable you to start anew in building trust and relationships
- Empower you to be a new kind of leader



SCOUTING'S NATIONAL HONOR SOCIETY

Introduction

- Leading a team is all about building and maintaining trust and relationships
- Where's our focus?
- Five parts to the kind of "heart" needed in a leader
- "Heart" makes relationships personal and significant
- "Heart" is the glue between leader/follower
- "Heart" empowers others



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Honesty

- First step: Honesty with those we lead and ourselves. Important?
- Say what you mean. Mean what you say!
- Effect of “me” words
- What happens in relationships when honesty is lacking?
- Impact of honesty on our teams?
- Honesty is a building block of “heart”



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Respect

- Respect of others must be earned: Offer it first
- Allows second step: Flow of respect back to you
- Think: Is there any other way?
- We have the ability: "Just do it"
- How do we communicate respect?
- Barriers exist. Often a matter of perspective: ours and theirs



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Respect

- Recognize these barriers
- Work to remove so that trust and relationships can develop
- Empower others to follow your lead
- Respect offered: respect given
- Respect is a building block of “heart”



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Interest

- “Heart” requires genuine interest
- “Are you listening to me?”
- Perception:
 - We don’t listen
 - We won’t listen
 - Result: No connection



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Interest

- First: Listen to those we lead
 - Remember the barriers!
- Second: Spend the time: quality and quantity
 - Quality time is motivated by your sincere interest in followers
 - Quantity demonstrates commitment over time



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Interest

- How will teenagers (or anyone else) respond to lack of interest?
- How can we show interest?
- What happens when self is placed before followers?
- Interest is a building block of “heart”



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Commitment

- Definition?
 - Not defined by a moment
 - Must endure over time for followers to see
 - Inspires and attracts people
 - People buy into leader then leader's vision
- Why is your commitment important?



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Commitment

- Commitment starts in your heart and is tested by action and time
- Commitment opens door to achievement – yours and your followers
- John Maxwell: 4 kinds of people
 - Cop-outs: No goals, do not commit
 - Holdouts: Don't know, afraid to commit
 - Dropouts: Start, but quit
 - All-outs: Set goals, commit, pay the price to reach



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Commitment

- What happens to our relationships when we demonstrate commitment?
- What happens to trust when we demonstrate commitment?
- Commitment is a building block of “heart”



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Passion

- “When a leader reaches out in passion, he is usually met with an answering passion”
 - John Maxwell, The 21 Indispensable Qualities of a Leader
 - Take your temperature: Where are you on the passion thermometer?
 - Why are you here today?
- Do you wake up excited about each day?
- Must care passionately
 - About those you lead
 - About the organization



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Passion

- Must have a fire in you to start a fire in others
- Must be a fire that others can see
- “It is not who you are underneath, but what you do that defines you”
- Fire of your passion must light the way



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Passion

- Four truths about passion:
 - First step to achievement, yours and your followers
 - Increases your willpower and that of your followers
 - Changes you and your followers
 - Makes the impossible possible



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Passion

- Why does passion make a difference?
- Passion is the key to “heart”
- Passion is the key to empowering our followers
- How do you share your passion for your work with those you lead?
- Passion is a building block of “heart”



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Conclusion

- Where did we start?
- Relationships must be built on “Heart”
 - Honesty
 - Respect
 - Interest
 - Commitment
 - Passion
- CHIRP!



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Conclusion

- Build relationships with your team and acquired their trust
- A leader envisions his role
- A leader enables his team to succeed
- Your “heart” empowers others to want to take control, to lead



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Conclusion

- “Heart” essential to building relationships
- “Heart” essential to maintaining relationships
- “Heart” essential to trust
- Recognize the importance of relationships and trust in your lives
- These building blocks allows you to pursue and develop these relationships
- With “heart” you empower others to seize the day, to lead
- With “heart” you become real leaders



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