

# Building High-Trust Leadership in High-Stakes Environments

*Name it. Frame it. Stay in it.*



## WHAT IS CONFLICT CAPACITY?

Your ability to stay present, clear, and effective when conversations become uncomfortable.

High-trust leadership requires clarity and consistency – especially when stakes are high.

## THE 3-STEP FRAMEWORK

### NAME IT

#### Identify the specific observable behavior.

Not the personality. Not the intention. The behavior.

#### Ask:

- What is happening?
- What is observable?
- What is specific?

#### Avoid:

- Personality labels (“lazy,” “negative” “disengaged”)

#### Examples:

- Missed deadlines twice this week
- Interrupted three times during meetings
- Did not complete assigned tasks by the agreed deadline

### FRAME IT

#### Connect the behavior to its impact.

People shift faster when they see the consequences and connections

#### Ask:

- How is this affecting the team?
- How is this affecting outcomes?
- How is this affecting trust or communication?

#### Impact Language:

- Disrupting the team getting work done
- Impacting trust and consistency
- Creating rework and missed signals
- Assuming expectations are understood

### STAY IN IT

**Hold the space** long enough for clarity, accountability, and alignment.

#### Common Leadership Breakdowns:

- Sandwiching the message
- Delaying the conversation
- Hoping it fixes itself
- Ending prematurely
- Jumping to solutions too fast

#### Instead:

- Stay clear
- Stay calm
- Stay present
- Follow through

#### Leadership Truth:

Most breakdowns don't happen at Name It. They happen at Stay In It.

**YOUR ORGANIZATION CANNOT OUTPERFORM YOUR CONFLICT CAPACITY**



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### WORKPLACE RESET™ RESOURCES

- Conflict Coaching & Mediation
- Facilitated Team Discussion
- HR Strategy & Training
- Leadership Development

