

# THE SECRET SAUCE





Photo: Halloween Express









Photo: Liza Stark



Photo: Batphones.net





Photo: Mont Temblant

***Five Dysfunctions of a Team***  
**By Patrick Lencioni**









$$\text{TRUST} = \frac{\text{Credibility} + \text{Reliability} + \text{Vulnerability}}{\text{Self Orientation}}$$

**I was wrong.**

**That idea is better than mine.**

**I need your help.**

**I screwed up.**

**I don't understand.**

**I'm sorry.**

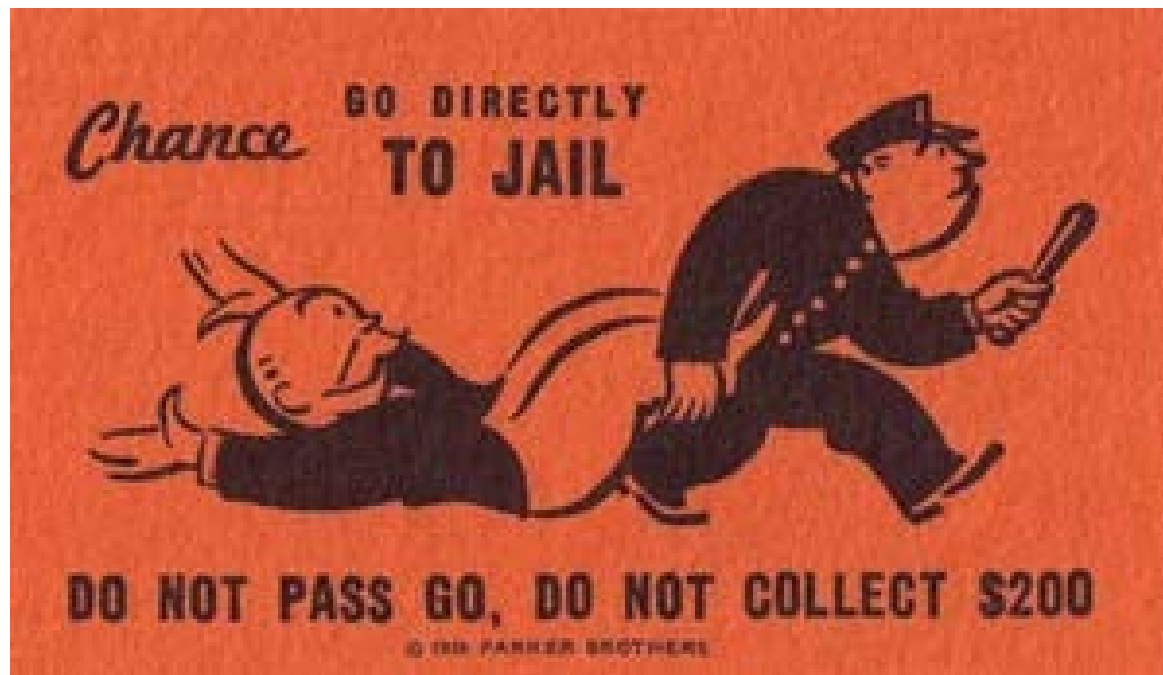
**I don't know.**

# **Culture of DIStrust Characteristics:**

- Life as usual

**3 OUT IN 10 STRONGLY AGREE  
THEIR OPINION COUNTS AT  
WORK**

**-GALLUP**

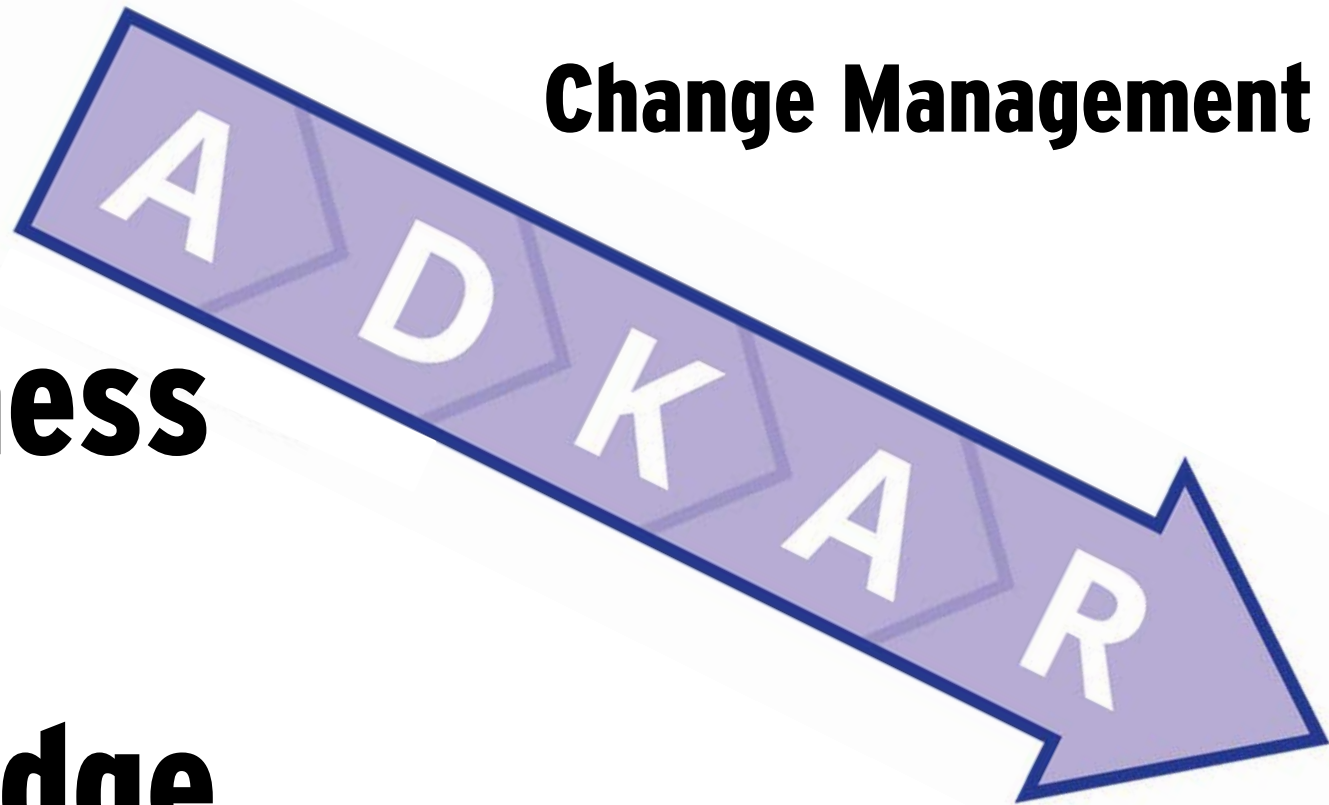


Trust is a product of vulnerability that grows over time and requires work, attention, and full engagement.

Brene Brown



# Change Management



**Awareness**

**Desire**

**Knowledge**

**Ability**

**Reinforcement**



**share**



Photo: The Salisbury Review



Photo: Batphones.net



Build a culture of  
**TRUST** first, or  
second, or third...

...it's the **secret**  
**sauce** to successful  
organizational  
transformation.