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| **Week 1 RESOURCES** |
| *Establishing Credibility and Building a Holding Environment*  |
| *Use the 20 questions in the two checklists to evaluate how well you are able to establish credibility and create a holding environment.* |
| **Checklist for Establishing Credibility** | **Yes** | **No** |
| **1.** Do you have, and are you able to demonstrate competence in a particular area? |  |  |
| **2.** Do you demonstrate your willingness to work hard on a day-to-day basis? |  |  |
| **3.** Do you use whatever power and influence you have to benefit others? |  |  |
| **4.** Do you consciously treat everyone you come in contact with consistently and fairly? |  |  |
| **5.** Do you focus on practicing active listening on a day-to-day basis? |  |  |
| **6.** Do you keep track of and deliver on all promises you make? |  |  |
| **7.** Do you consistently meet deadlines? |  |  |
| **8.** Do you remain calm under pressure? |  |  |
| **9.** Do you prepare thoroughly for meetings and presentations? |  |  |
| **10.** Do you answer all phone calls and respond to all e-mails promptly? |  |  |
| **11.** Do you keep accurate and detailed records of projects and activities? |  |  |
| **Checklist for Creating a Holding Environment** |  |  |
| **12.** Would colleagues at any level say they have never heard you put another person down? |  |  |
| **13.** Do you demonstrate that you will not tolerate “scapegoating,” or misapplied blame? |  |  |
| **14.** Do you listen fairly, kindly, and with courtesy to the opinions of others? |  |  |
| **15.** Do you respect other people’s ideas and give each one the same amount of consideration, regardless of their level? |  |  |
| **16.** Do you go to bat for your team to get the resources you need? |  |  |
| **17.** Do you shelter your team from interference and show courage in sticking up for your people? |  |  |
| **18.** Do you protect voices of dissent, and leaders who are working without authority? |  |  |
| **19.**  Do you admit it when you make a mistake, or when you don’t have the answer? |  |  |
| **20.** Do you use every reasonable opportunity to foster other’s professional growth? |  |  |
| *If you answered “****yes****” to most of these questions, you are probably doing a good job of establishing your credibility and building a holding environment.**If you answered “****no****” to any of these questions, you may want to focus on how to improve your performance in that area. Identify how to change your behavior, and practice it until it becomes second nature.* |
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