



CHANGES IMPLEMENTED TO PROMOTE TRUST

- Leadership Council
- Positional Peer Meetings
- Team Values Meeting
- Bi-Weekly Check Ins/Weekly Captains Meetings
- Hiring Process for Captains
- Team Retreat (Vulnerability Exercise)

LESSONS LEARNED SINCE 2010

- If a student-athlete doesn't "buy in" and reflect the values of your program by their sophomore year, they usually end up being culture killers.
- Vulnerability as a coach = strength. Being defensive or self-righteous undermines your authority.
- Peer feedback is usually far more powerful than coach feedback
- Never let the little things go that could erode trust and undermine your team culture.
- If your players have a fear of conflict, you have not achieved trust. (The Misconception...)

THE MISCONCEPTION

"One misconception about highly successful cultures is that they are happy, lighthearted places. This is mostly not the case. They are energized and engaged, but at their core their members are oriented less around achieving happiness than around solving hard problems together. This task involves many moments of high-stakes feedback, uncomfortable truth-telling, when they confront the gap between where the group is, and where it ought to be." -The Culture Code