



## Executive Commute with Jayson Krause

After you've explored this, let us know how it went. Send questions to [hello@level52.ca](mailto:hello@level52.ca).

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*Season 2 Episode 17 Resource*

### Leadership Lesson on Assumptions

#### Bottom line:

If you work in fear, there is no way we'll achieve what we want to. People are either in growth mode or protection mode.

#### Key takeaways:

- When your team is using language such as, "I wasn't sure if this is what you wanted.", you have failed at setting clarity and expectations.
- Your team members are either in growth mode or protection mode. Never both at the same time.
- When your team under delivers, you must ask yourself:
  - How am I responsible for their lack of success?
  - What assumptions did you make?
  - Where were you not clear?
  - What could you have done differently?
- Bookending is a method we use to describe "best possible results" and "worst possible results" to create clarity on expectations and measure performance.
  - It is defining what IS and what ISN'T.

#### Questions for reflection or team discussion:

- What are some steps you can take to bring clarity on expectations?
- What conversations do you need to have with your team to help your team step move away from protection mode?