PSYCHOLOGICAL SAFETY TRAINING:

Authentic Presence Qualities Module



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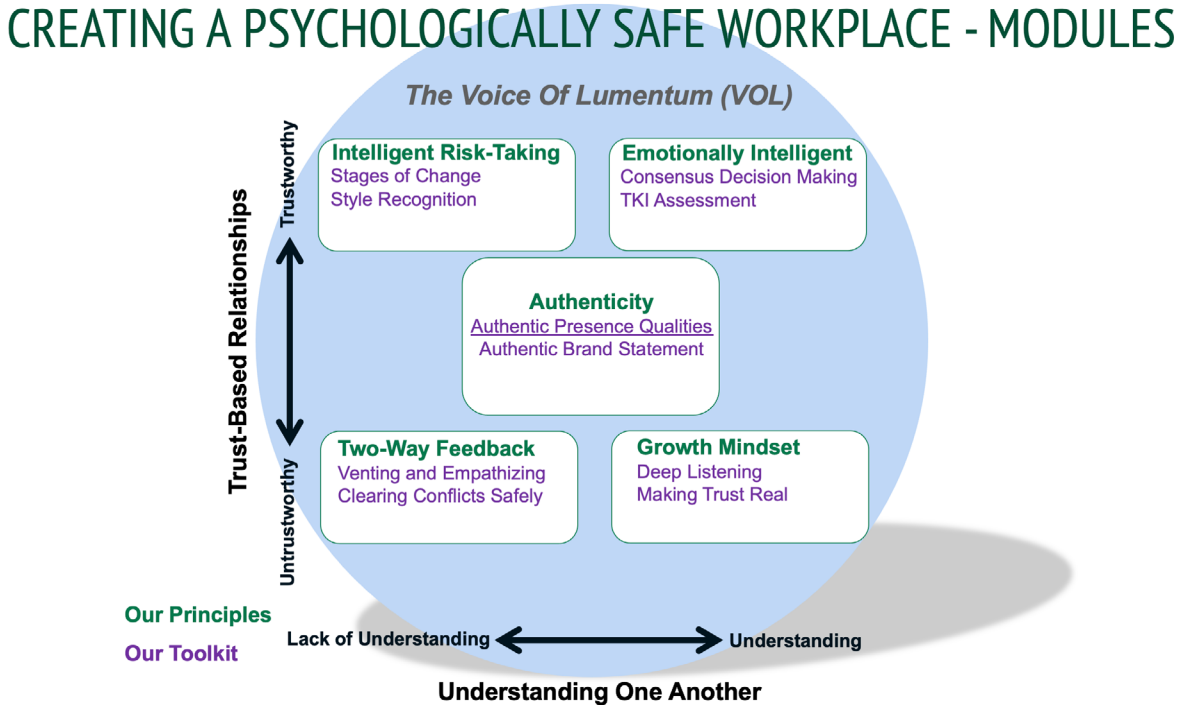
OBJECTIVES

- Understand how demonstrating and practicing the Authentic Presence Qualities creates a more psychologically safe work environment.
- Deepen your understanding of your true self by performing a self-assessment of your Authentic Presence Qualities (APQs).
- Create an action plan for developing your APQs to foster a more psychologically safe work environment.
- Demonstrate and practice the APQs so people feel comfortable opening up in your presence.

AGENDA

- Defining Authentic Presence
- Authentic Presence Qualities (APQs)
- Self Assessment
- Overview of APQs
- Action Planning
- How to Use APQs



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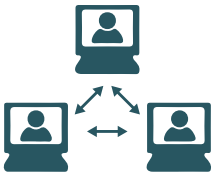
AUTHENTIC PRESENCE QUALITIES



Instructions: Please fill out this self-assessment by rating your Authentic Presence Qualities (APQs). How well do you demonstrate each APQ? Rate yourself on a scale from 1-5 (1–Needs Improvement; 3–Average; 5–Amazing). Once complete, fill in the blanks below to identify your two lowest and your two highest rated APQ's.

		NEEDS IMPROVEMENT AMAZING
Clarity	The ability to communicate your message in an intuitively clear and compelling way.	1 2 3 4 5
Confidence	The air of assurance, such that others know you have the required strength and resolve.	1 2 3 4 5
Inspiration	Feeling passionately about the vision and mission of the organization. The ability to communicate that passion.	1 2 3 4 5
Passion	The expression of commitment, motivation, and drive that shows people you really believe in what you do.	1 2 3 4 5
Polish/Poise	The look of sophistication, conveying a background of education and experience.	1 2 3 4 5
Respect	The willingness of being accessible to others and of being interested in them.	1 2 3 4 5
Sincerity	The conviction of believing in and meaning what you say.	1 2 3 4 5
Thoughtfulness	The projection of thinking or having thought through something before responding.	1 2 3 4 5
Trustworthiness/ Integrity	Models true positive character qualities and top-level competence of their profession. Your beliefs, words, and actions are aligned and demonstrated through the willingness to constructively share your point of view and follow through on your commitments.	1 2 3 4 5
Warmth/ Openness	The willingness of being accessible to others and of being interested in them. No prejudging; the willingness to consider another's point of view.	1 2 3 4 5

LOWEST RATED APQ'S:

HIGHEST RATED APQ'S:

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EXAMPLES OF HOW YOU CAN DEMONSTRATE AUTHENTIC PRESENCE QUALITIES

CLARITY

- Use communication tools that work for you
- Listen to and watch your virtual meeting recordings

CONFIDENCE

- Practicing for an effective delivery
- Being prepared to address even the most difficult questions

INSPIRATION

- Motivating a stalled team to move forward
- Believing people can achieve the project and helping them believe they can

PASSION

- Enthusiastic tone in communicating
- Getting the project done with a positive attitude

POLISH/POISE

- Greeting clients with a firm handshake and positive eye contact
- Dressing appropriately for the event and audience

RESPECT

- Good eye contact when speaking into the video camera
- Acknowledging that diverse opinions & experiences have value

SINCERITY

- Walk your talk; live by example
- Not saying something just to be accepted

THOUGHTFULNESS

- Reconsidering a position after hearing a colleague's stance
- When offended, calm down before responding

TRUSTWORTHINESS / INTEGRITY

- Repeatedly performing at a high quality
- Follow through on your commitments or renegotiate
- Living within your values and ethical standards

WARMTH / OPENNESS

- Acknowledging someone for a job well done
- Learning & speaking about what you know is special to someone
- Listening to another's point of view
- Considering all options for the best possible outcome and not just your way

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AUTHENTIC PRESENCE QUALITIES (APQ'S) DEVELOPMENT PLAN

Which two will you work on so people feel comfortable opening up in your presence?

1. 2.

Why?

What actions will you take to develop your APQs to foster a psychologically safe work environment?

APQ

-
-
-
-
-
-
-

APQ

-
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-
-

Identify people who can help you work on these qualities and give you feedback over time.

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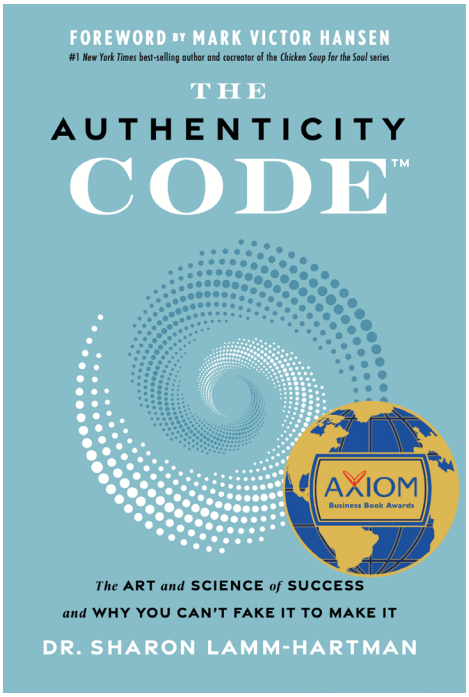
HOW TO USE AUTHENTIC PRESENCE QUALITIES

- Implement your plan from page 5.
- In 6 months, retake the APQ self assessment on page 3.
- Ask others who you trust and respect to rate you as well.
- If you identify new APQs to develop, then make a new plan.
- Try practicing one or two APQs a week, and ask for a trusted colleague's feedback.

THE AUTHENTICITY CODE™ BOOK

Follow this link or scan the QR code to purchase.



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Transformative Learning That Lasts

Dr. Lamm-Hartman is an award-winning global executive and presentation coach, leadership development consultant, speaker, writer, and educator. She is the CEO and founder of Inside-Out Learning, Inc., specializing in leadership and personal development. Inside Out Learning is an active member of WBENC and the global Women's President Organization which only 3% of women owned businesses meet their requirements for membership.

With over 25 years of global experience, Sharon has worked across the United States and Europe as well as Beijing, Hong Kong, Singapore, and Thailand for clients such as Boeing, American Express, GE's Leadership Development Center, Exxon, E*TRADE, ARCO Chemical Company, Mobil Oil Corporation, Berlex Pharmaceuticals, Fannie Mae, Arizona Society of CPA's, Volvo Corporation, and the National Reconnaissance Office. She has designed and delivered over 3,000 innovative programs, including many executive presence and presentation skills programs. Dr. Lamm-Hartman has coached thousands of CEO's, executives and entrepreneurs worldwide.

She worked internally at ARCO Chemical in International Training and Development. She knows what it is like to work internally and has a strong client partnership philosophy. For the past 18 plus years, Dr. Lamm- Hartman has been a preferred executive coach for hundreds of Boeing executives with exceptional results, including promotions, developmental job assignments, and saving E-Series. Dr. Lamm-Hartman has also designed and is teaching The Authenticity Code™ Programs, team development programs, and culture-change offsites to thousands of professionals and leaders world-wide. Up to 80% of employees who participated in these programs have achieved a promotion. Sharon has her Top-Secret Security Access and helps executive clients and customer relationships in classified environments. Sharon has consulted on several corporate change efforts, training change agents, and developing effective strategic implementation and communication plans.

In addition to her private practice, consulting, and being on the global lecture circuit, she is widely published. Dr. Lamm-Hartman has served with the Fresh Start Women's Foundation and Arizona State University's Dean's Board of Excellence Mentoring Program. She was the co-founder and first Director of Central Phoenix Women, a networking organization for women business leaders, and wrote a regular column for Phoenix Woman Magazine. She is a regular instructor for WBENC's WeTHRIVE program.

Dr. Lamm-Hartman holds a doctorate from Columbia University in Leadership and Organization Development, a Masters in Industrial and Labor Relations from Cornell University, and two Bachelor degrees. Dr. Lamm-Hartman also trained as a Life Coach with world-renowned author and life coach teacher, Dr. Martha Beck. Dr. Lamm-Hartman is a Certified Executive and Presentation Coach and is certified in the Myers Briggs Type Indicator.

Dr. Lamm-Hartman is an Adjunct Professor of Leadership at Columbia University where she has taught Leadership classes to Doctorate Level students. She also worked as an Adjunct Faculty member at The Center for Creative Leadership teaching courses on Developing Leadership Talent.

Dr. Lamm-Hartman has been quoted on her views of coaching in numerous publications including, Forbes, CEO Magazine, The New York Times, MORE magazine, and Oprah's magazine, 'O' magazine. Dr. Lamm-Hartman has been honored and received awards from the Center for Creative Leadership and the Academy of Human Resource Development for her work and research on personal transformation and leadership development.

Dr. Sharon recently became a best-selling author in the Wall Street Journal, USA Today and Amazon with her book release of The Authenticity Code™. Her book just received the Axiom GOLD Medalist award for best 2022 Business Fable. WBENC buys her book for all WeTHRIVE participants. She has been named as one of the top 100 Women to KNOW Across America by the KNOW Women Group.

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