



10 STEP PROCESS FOR INSTITUTING TRUSTED CHANGE

1. Build a unified and trusted spearhead team. (Connection, Character, and Commitment)
2. Establish a clear and pressing need for change. (Clarity)
3. Formulate a clear and unifying vision. (Clarity)
4. Build a specific and actionable strategy. (Clarity and Consistency)
5. Enable and equip all shareholders to implement change. (Competency)
6. Act on strategy daily. (Contribution)
7. Share the vision often. (Clarity and Consistency)
8. Celebrate and recognize improvement, big and small. (Compassion)
9. Deepen change by systemizing processes and offering ongoing training. (Competency)
10. Review progress, ensure ongoing integrity, and assess need for future change. (Commitment and Character)

“Trust, not money, is the currency for business and life.”