

Thank you for your interest in our Sep 14, 2023 webinar, *"Recovering Lost Trust."* For those who were able to join, I hope you enjoyed the experience.

In case you missed the webinar, or if you want to review the content, here is a link to the [recording](#) and the [presentation slides](#). The upcoming schedule of free webinars and recordings of past webinars can be found [here](#).

I really enjoyed our discussion about why being a Trusted Expert is comfortable, and the challenges of moving to Trusted Advisor. Especially Paula's comment about operating in levels 1 and 2: **"A dilemma can be that if they hire you to implement THEIR solution...and if you know that it will not create the result they are looking for...you could "deliver" but not solve the problem."**

Thank you for your feedback and for sharing your **key takeaways** from the webinar. Here are a few that really stood out for me:

- From Lori: "Take responsibility for my role."
- From Debojyoty: "[This is] not just for [my] role, but for the whole team I lead."
- From Ginni: "The 'S'... I often want to share what my intention or thoughts were behind my actions...in addition to listening...which sometimes leave them feeling unheard." I'm glad we talked about this one because the order does matter – if we listen first, the other person feels heard and is more likely to reciprocate. Way to go!

Here are some **additional resources** to compliment the recording:

- [Recovering lost trust](#)
- [Managing your self-orientation](#)
- Remember the idea we talked about in the Q&A of caveats to start a difficult conversation? We use them with the tool [Name It & Claim It](#)
- And if you want to view a previous webinar on recovering lost trust, [check out this one](#).

Feel free to share these resources with your colleagues and friends!

I look forward to seeing you on our next Trust Matters Webinar. Registration will be available soon.

Best wishes,



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