



KEYNOTE COMPANION



Trust the
TRAINING



Trust the
PROCESS



Trust Your
PEOPLE

Lieutenant Colonel (Ret) JASON O. HARRIS

Lieutenant Colonel (Ret) Jason O. Harris is a bestselling author, keynote speaker, TV personality, and professional pilot. He has shared his transformative message of No Fail Trust® with leading Fortune 500 organizations, top universities, and the US Air Force.

He is a cast member of *The Bermuda Triangle: Into Cursed Waters* on the History Channel and has been featured in publications such as *Forbes* and on international podcasts.

A fourth-generation military member, Jason served in the US Air Force for over 27 years in various roles, including pilot, instructor, and squadron commander. During his high-risk combat experiences as a pilot, he saw the critical role trust played in a mission's success.

Those experiences served as the launching point for his current mission, inspiring authentic leadership through the power of trust. He and his team help organizations move beyond average and empower their leaders and teams with a culture **No Fail Trust®** through keynotes, workshops, training, and video courses.



While Jason is wholeheartedly committed to this mission, his most prized responsibility is being a dedicated father and spouse.

**Every Friday is Daddy /
Daughter Donut Day.**
**If you have a donut
recommendation,
please send it to him.**

Visit www.nofailtrust.com/contact/,
email Jason at jason@nofailtrust.com,
or text him at 719-203-7257.



NO FAIL TRUST[®]

is **delivering when the stakes are high,**
delivering when jobs are on the line, and
delivering when failure is not an option."

—LT COL (RET) JASON O. HARRIS

*"He who does not
trust enough, will
not be trusted."*

—LAO TZU

*"Trust is the highest form
of human motivation.
It brings out the very
best in people."*

—STEPHEN R. COVEY

*"If you don't trust
the pilot, don't go."*

—DENZEL WASHINGTON



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Every organization has a degree of **trust**.

At the bare minimum, team members trust the organization to pay them, and the company trusts them to show up to work. But the most successful organizations intentionally build commitment, accountability, and trust, one step at a time

There is a *hierarchy* to trust:

organizations that achieve **No Fail Trust®** master each level before reaching the next, creating a foundation that intentionally creates a culture of commitment, accountability, and empowerment.



THE HIERARCHY OF **TRUST**

FOUNDATION: Psychological Safety

- 🕒 At the base of the hierarchy, psychological safety ensures that individuals feel safe to express themselves without fear of negative consequences. This level fosters open communication, authenticity, and a sense of belonging.

LEVEL 2: Trusted Training

- 🕒 This level involves providing employees with reliable and effective training. This equips them with the necessary skills and knowledge, building their competence and confidence in their roles.

LEVEL 3: Trusted Processes

- 🕒 At this stage, the focus is on implementing and adhering to processes that are transparent, fair, and consistent. This level of trust in the system reinforces a sense of fairness and reliability in the workplace.

LEVEL 4: Trust the People—Empowerment & Inclusion

- 🕒 Here, individuals feel empowered and valued as part of the team. They are encouraged to take initiative and contribute meaningfully, knowing that their input is respected and considered.

LEVEL 5: Personal Confidence and Competence

- 🕒 With strong training and processes in place, employees develop a deeper sense of personal confidence and competence. They feel capable in their roles and trust in their own abilities, reducing feelings of imposter syndrome.

PINNACLE: No Fail Trust®

- 🕒 At the top of the hierarchy, "No Fail Trust" is achieved. This is a state where trust is ingrained in every aspect of the organization. There is a seamless blend of personal and competency-based trust, leading to high levels of commitment, accountability, and engagement. In this environment, trust is not just an abstract concept but a tangible driving force for excellence and innovation.

THE HIERARCHY OF TRUST

Questions:

What level have you and your organization achieved on the Hierarchy of Trust?

What's holding you back from reaching the next level of trust?

What can you do to overcome those barriers to **No Fail Trust**?





PILLAR ONE

TRUST THE TRAINING

Questions:

How are you and others trained for success?

What processes, tools, or resources do you have in place to support your training?

What actions should you take to ensure you and others can trust the training?



PILLAR TWO

TRUST THE PROCESS

Questions:

Who is the loadmaster in your organization?

When that loadmaster says go around, do you go around? Why or why not?

What processes do you have in place to support the people? Are your processes documented?

How can you improve your current processes?



PILLAR THREE

TRUST THE PEOPLE

Questions:

Do your people feel empowered? Why or why not?

What actions should you take to empower and trust your people?

What's the *difference* between
**A LEADER, A MANAGER,
AND A BOSS?**



COMPLIANCE *VS.* COMMITMENT

High-trust organizations, especially ones that exhibit and embody **No Fail Trust®**, are commitment-based organizations. These commitment organizations are created by leaders, but bosses and micro-managers create compliance organizations



COMPLIANCE

- ☹ Compliance Out of **FEAR**
- ☹ Checking the Box Out of Necessity
- ☹ Self-Focused

VS.



COMMITMENT

- ☺ Commitment to the **TEAM**
- ☺ Commitment to the Mission
- ☺ Commitment to the Organization, Including Values and Mission

Questions:

Think of examples where you see both compliance and commitment at your organization. Describe your top 3 below.

What are some habits you can start doing that express commitment over compliance? Circle one that you will start within the next week.



REFLECTION

Questions:

What is your why?

What actions are necessary to take trust in your organization to the next level?

ADDITIONAL RESOURCES

7 SKILL SETS of NO FAIL TRUST®

Build Trust and Lead Your Team Through Turbulence.

The **No Fail Trust®** framework is more than just the 3 pillars we covered in the keynote. It includes 7 essential skill sets that work hand-in-hand with the pillars. Whatever your role, cultivating these skill sets in yourself and others will improve performance and trust so you can achieve the results you want to see, even in times of turbulence.



SKILL SET 7:

Adaptability /Flexibility

The ability to adjust to new conditions with agility and speed.



SKILL SET 6:

Leadership

Guiding others to accomplish the right objectives while fostering greater cohesion and commitment to each other and the organization.



SKILL SET 5:

Communication

The exchange of information or news. Expert communicators know how to convey critical information at the right time and right place.



SKILL SET 4:

Decision Making

The process and action of making choices by identifying a decision, gathering information, and assessing alternative possibilities.



SKILL SET 1:

Professional Knowledge

An understanding of the concepts, practices, and skills needed to perform a job.



SKILL SET 2:

Situational Awareness

The ability to comprehend what's happening in your surroundings. This includes events, environmental factors, interpersonal dynamics, time, and movement.



SKILL SET 3:

Assertiveness

Confident, self-assured behavior. It is confidence without aggression.



ADDITIONAL RESOURCES

NO FAIL TRUST

The Flight Plan for *Cultivating a High-Performance Team*

To compete effectively in today's world, you have to deliver on your mission regardless of any turbulence you encounter. The best leaders achieve this by cultivating a culture of commitment, accountability, and empowerment through the power of trust. But how do you cultivate high-flying levels of trust in yourself and your team? What skills and practices do you need to fulfill your mission?

Discover this and more with Jason's informative, new book, *No Fail Trust*.

Using fascinating real-life examples, the book dives deep into the fundamental principles of trust and commitment. You'll learn how to build more effective leadership, cultivate accountability, and empower yourself and others to reach your full potential through the **No Fail Trust®** framework.

More than just theory, this invaluable resource offers actionable insights and hands-on strategies for every reader, regardless of their role in the organization.

Accessible, entertaining, and practical, *No Fail Trust* equips anyone to apply the **No Fail Trust®** framework to their work, ensuring they can execute their mission with consistency and excellence.



Read *No Fail Trust* if you want to:

- 🎧 Understand the importance of trust and your critical role in fostering it.
- 🎧 Discover how to implement a comprehensive training process that effectively prepares your team members for their real-life work.
- 🎧 Learn how to create and/or support processes that will streamline your work and improve your performance.
- 🎧 Embrace your impact on your team, your mission, and your organization, no matter what your role is.
- 🎧 Explore the power of psychological safety and how you can foster greater confidence in yourself and others.

COMING SOON

ADDITIONAL RESOURCES

JOIN NOW

HIGH-ALTITUDE LEADERSHIP:

Soar to **Team Excellence** and **Personal Growth** *with*

3-HOUR ON-DEMAND VIDEO COURSE



MODULE TWO
**Creativity
to Address
Challenges**



MODULE THREE
**Access
to Tools &
Resources**



MODULE FOUR
**Roles &
Responsibilities**



MODULE FIVE
**Goals &
Objectives**



MODULE SIX
**Opportunities
for Success**

Do You and Your Team Have What You Need to Be Successful?

Find out in this engaging video course from Lt Col (ret) Jason O. Harris. Using his proprietary framework, Jason reveals five key elements that will empower you and your team to create the right kind of environment for sustainable success.

Reach for greatness with the right **C.A.R.G.O.**



What You'll Get

- 🎧 **On-Demand Course** Consisting of 7 Digital Modules
- 🎧 **Flight Plan Workbook** with Activities for Each Video Lesson
- 🎧 **Additional Downloadables**

**This course is HRCI & SHRM certified for
3 continuing education credits.*

Visit nofailtrust.com/cargo to learn more.

Want more NO FAIL TRUST[®]?

Check out Jason's *blog, videos,*
and *other resources* at:

nofailtrust.com/insights



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LIEUTENANT COLONEL
JASON
O. HARRIS

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