



## TRACK 3: WHAT'S SHAKIN' YOUR LADDER? COACHING WITH SAM CHAND

### NEXT STEPS

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#### LESSON 3: LEADERSHIP AND CHANGE

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I. [Click here](#) to watch the video by Sam Chand on the topic of **Essential 1: Change vs. Transition**, and complete the following brief outline:

1. **Problems are never in the \_\_\_\_\_ . All problems reside in \_\_\_\_\_ .**
2. **Change = \_\_\_\_\_ .**
3. **Transition = emotional, relational, \_\_\_\_\_ communications.**
4. **When you make a change, you have to consider the \_\_\_\_\_ effect.**



II. [Click here](#) to watch the video by Sam Chand on **Essential 2: Conflict**, and complete the following brief outline:

1. **Six words to consider when dealing with conflict:** \_\_\_\_\_,  
\_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_,  
\_\_\_\_\_, \_\_\_\_\_.
2. **When an \_\_\_\_\_ is disappointed, delayed, or deferred, the \_\_\_\_\_ moves farther away. Clarify your expectation and your reality will be better.**
3. **Keep the conversation on the \_\_\_\_\_ and don't go to the \_\_\_\_\_ . There is a better opportunity for dealing with conflict when you focus on the details and not on the people.**
4. **You can only resolve conflict as a leader if you are \_\_\_\_\_ yourself. It's all about the internal health of the leader who can create external health.**
5. **The biggest killer of organizations and relationships is \_\_\_\_\_ .**
6. **Share about a time when unresolved conflict affected your business or organization. In what way could this have been avoided?**

**After you've completed the assignments, save this PDF and email it to your coach.**