

Leading with Clarity and Confidence in Uncertain Times

Eva Medilek, Optimize You High Performance Coaching



The views and opinions presented in this educational program and any accompanying handout material are those of the speakers, and do not necessarily represent the views or opinions of NADA. The speakers are not NADA representatives, and their presence on the program is not a NADA endorsement or sponsorship of the speaker or the speaker's company, product or services.

Nothing that is presented during this educational program is intended as legal advice, and this program may not address all federal, state, or local regulatory or other legal issues raised by the subject matter it addresses. Program participants should consult with their attorney to obtain advice with respect to any particular legal matter. The purpose of the program is to help dealers improve the effectiveness of their business practices. The information presented is also not intended to urge or suggest that dealers adopt any specific practices or policies for their dealerships, nor is it intended to encourage concerted action among competitors or any other action on the part of dealers that would in any manner fix or stabilize the price or any element of the price of any good or service.

There are people attached…







Leading When the Road is Foggy

Leading with Clarity and Confidence in Uncertain Times

Eva Medilek, Optimize You High Performance Coaching



1

Distinctions of Leadership

(5 Leadership Roles)

2

The Listening Leadership Connection

(L.A.P.I. Framework)

3

Barriers to Listening

(Assumptions)

About Eva

Speaker | Trainer | Author | Coach

- Certified High Performance & Certified ICF Coach
- Fidelity Investments | TD Wealth
- NISOD (National Institute of Staffing and Organizational Development
- International Speaker
- Best Selling Author



As a result of those pressures, your team feels:

- Overlooked
- Unsupported
- Worn Down

The Problem

The problem today is that most leaders haven’t been trained to lead when the future is uncertain.

What’s True Today

According to the 2025 Global Leadership Monitor, **only 40% of executives feel prepared for economic uncertainty, 48% for technological disruption, and just 34% for policy change** — the lowest levels recorded since 2021.

The Cost:

Damaged trust and burned-out teams.



When The Road is Foggy…



Leadership Distinctions

Managing

Mentoring

Consulting

Training

Coaching



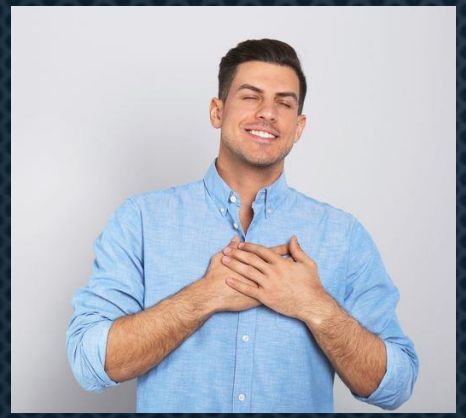
The Listening – Leadership Connection

L. A. P. I. Listening Framework



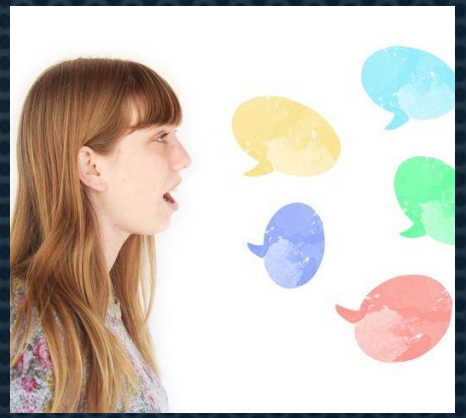
LISTEN

The Foundation of Connection



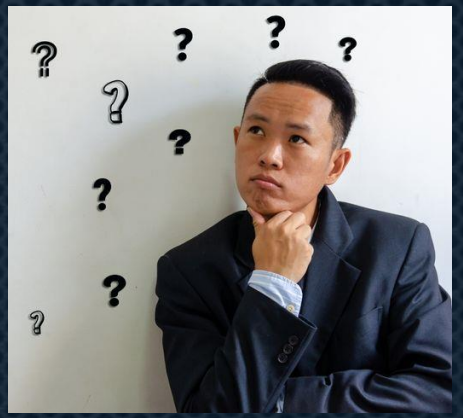
ACKNOWLEDGE

Creating Space for Understanding



PARAPHRASE

Confirming Understanding



INQUIRE

Deepening Understanding and Moving Forward

POWERFUL QUESTIONS



LET'S PRACTICE

Set-up…

"You're the General Sales Manager. I'm one of your salespeople. You've asked me why my numbers are down this month, and here's my response…"

Sample Questions:

- What patterns have you noticed about the types of leads that convert versus those that don’t?
- What makes you feel like your effort isn’t being recognized right now?
- What support or resources would help you feel more effective with these customers?
- How have you successfully handled objections around rates or pricing in the past?

LET'S PRACTICE #2

Set-up…

"A sales manager shares some feedback they received after the last sales cycle"

Sample Questions:

- How do you think your style in those moments is experienced by your team?
- What would you like to shift about how your leadership is received during those high-pressure weeks?
- What support would help you push for results while also maintaining team morale?
- What tends to happen for you when the month-end crunch is on?

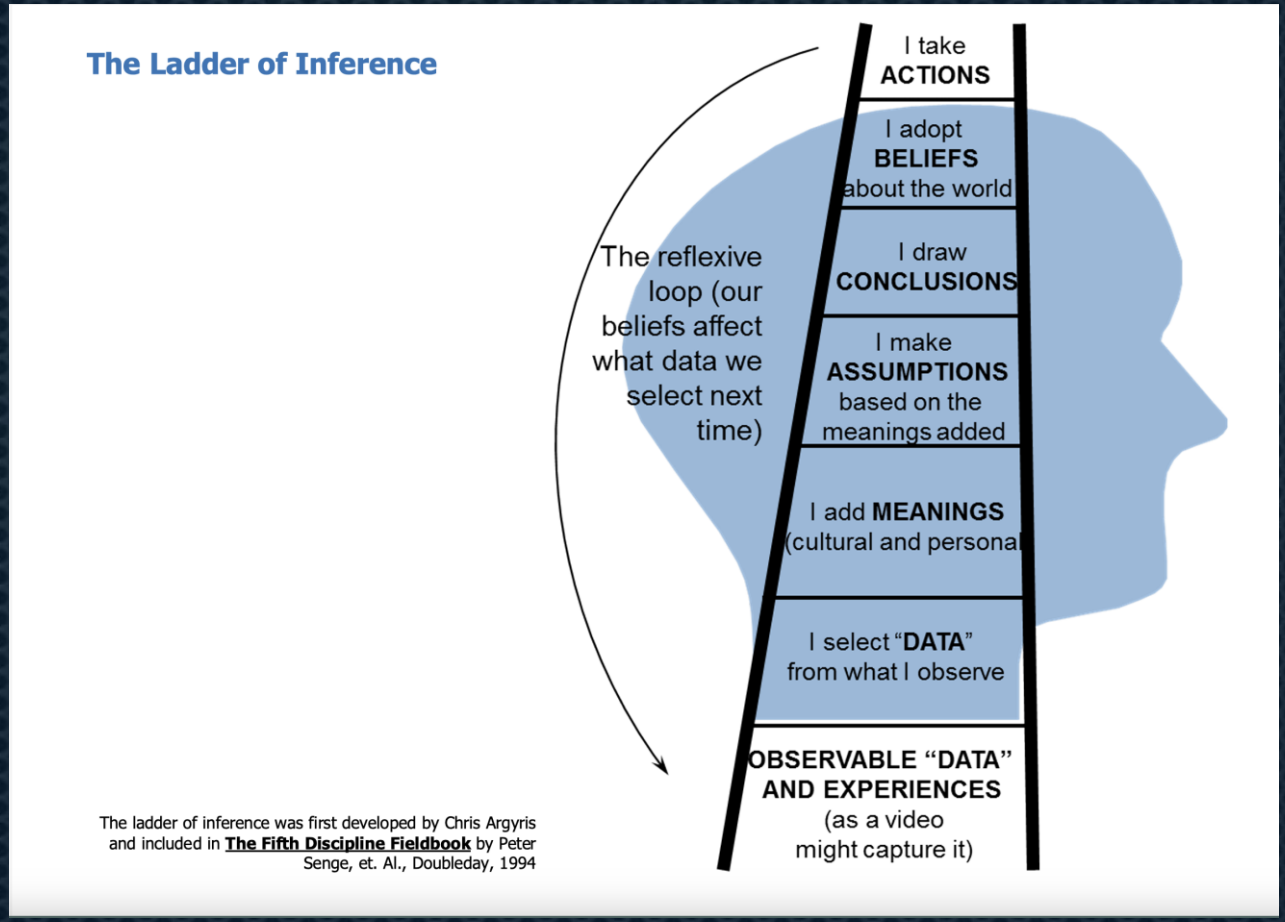
BARRIERS TO LISTENING

We assume we know…

The Ladder of Inference

"The Ladder of Inference is a mental shortcut our brains use when we don't have the full picture. It's the process of how we go from *seeing something* → to *making assumptions about it* → to *acting on it*—often without realizing we skipped steps."

The Ladder of Inference



Recap:

- We talked about the distinctions of Leadership
- We practiced the LAPI listening framework that builds trust and understanding
- We looked at how our assumptions create barriers to our listening and affect our leadership



How to Stay Low on the Ladder

- **Stop –** Notice it.
- **Drop –** Down the ladder and question your assumptions. What else could be true?
- **Roll –** With the facts. Ask questions. Get curious. Seek to understand. Good time to practice the LAPI framework



QUESTIONS?

LAS VEGAS

FEBRUARY 3-6

2026 NADASHOW



#NADASHOW