



## **Building Trust – Essential for Today’s Work Team**

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**An Essential for Today’s Work Team. Building Trust is a Leadership and Self-Development Workshop directly supporting ANY ORGANIZATIONS Core Values.**

### High-Level Overview of the Building Trust Workshop

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- **Collaboration in our Interdependent Society**
  - Our Impulse to Trust or Mistrust
  - Perception is Reality
  - Emotional Intelligence and Trust
  - Measuring Trust
- **Definition and Key Elements of Trust**
  - The Role of Trust
  - Five Waves of Trust
  - Key Elements of Trust
- **Building Trust and the Importance of Being Perceived as “Trustworthy”**
  - Self-Trust
  - Fundamental Attribution Error
  - Relational Trust
- **Behaviors and Habits that Build Trust**
  - 13 Behaviors
- **Commit to two items to build trust that you will take with you today and share which Core Values they support!**

### Detailed Overview of Trust Workshop

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The Building Trust workshop is designed to be experiential with the expectation that each participant becomes a part of the workshop through their comments and actions. Those who do the work, do the learning.

#### **An Essential for Today’s Work Team. A Leadership and Self-Development Workshop**

- **Collaboration in our Interdependent Society**
  - You can have all the facts and figures, all the supporting evidence, all the endorsements that you want, but if you don’t command trust, you will not get anywhere! In research conducted by the Hay group, 8,645 executives, directors and securities analysts in 23 countries ranked 351 companies in 30 industries.
  - 39% said they would start doing business because of trust...with a company.
  - 53% said they would stop doing business with a company because of distrust.
  - 83% they would give a company they trust the benefit of the doubt!
  - “The moment there is suspicion in your motives, nothing else matters from that point and everything is tainted” – Ghandi
  - “I look for three things in hiring people. The first is integrity, the second is intelligence, and the third is a high energy level. But, if you don’t have the first, the other two will kill you.” – Warren Buffet
- Our Impulse to Trust or Mistrust
  - Group activity to demonstrate impulsivity in societal trust.
- Perception is Reality
- Emotional Intelligence and Trust
  - The brain and how its cognitive reasoning is overshadowed by impulses such as trust.



- Measuring Trust
  - A trust survey will be shared with the group. In a four hour workshop, the survey can be used as pre-work
- **Definition and Key Elements of Trust**
  - The Role of Trust
  - Five Waves of Trust
  - Key Elements of Trust
    - The role trust plays at every level.
    - Self, Relational, Organizational, Market and Societal Trust (Covey)
- **Building Trust and the Importance of Being Perceived as “Trustworthy”**
  - Self-Trust
    - Integrity: do I act from a set of guiding principles?
    - Competence: what can I do to feel more capable in fulfilling my roles?
    - Compassion: do I truly care about the needs and how am I perceived?
  - Fundamental Attribution Error
  - Relational Trust
    - Integrity: do we act from a set of guiding principles?
    - Competence: what can we do to feel more capable with each other?
    - Compassion: do we truly care about the needs of others?
- **Behaviors and Habits that Build Trust**
  - 13 Behaviors
    - We improve our relationships with others not by changing them but how we are in relation to others.
    - Covey shares 13 key behaviors to build trust that will work for individuals or organizations.
    - Team Breakout and small group breakouts allow for interaction and awareness on the importance of trust.
- **Commit to two items to build trust that you will take with you today and share which Core Values they support!**

## **Proposal Prerequisite**

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Half-day workshop (3.5 hours) includes an introduction to a “Trust Assessment” which can be completed after the event.

It is strongly recommended that the participants secure the book *The Speed of Trust* by Stephen M.R. Covey. This book is an excellent pre-read for this workshop.