

Building Trust

Workshop Background and Aims

Trust can be directly linked to an individual's, a team's and an organisation's performance. Success is built on a foundation of trust. Without trust, competing agendas begin to take over as there is not shared vision or purpose to align focus, energy and motivation. Great leadership begins with trust. Great teamwork begins with trust. Trust is a decision and leadership attribute that can be developed to engage and empower others. This short course explores ways that you can build trust within your team or organisation and make a real difference to those you work with.

Workshop Objectives

By the end of this programme you will

- Understand the impact of your behaviour on building or breaking trust
- List steps you can take to build and strengthen trust and to repair trust
- Develop an action plan engage in trust building behaviours in your workplace

Workshop Format

The programme will be highly participative and include discussions, exercises and scenario practice to address the objectives. The participants will be encouraged to interact and discuss the relevant areas to ensure that knowledge and skills are developed.

Workshop Content

- What is workplace *Trust* and why it matters? Through activities and discussions, the participants will explore the impact of low and high trust in their teams and workplaces. The participants will identify signs to know when trust is broken and where it is strong
- Trust and leadership – trust plays a significant role in creating willing followers, a team who are engaged and committed to the same vision, purpose and delivering extraordinary results that matter. Here we will explore the behaviours that a leader must demonstrate to build strong trust with all their stakeholders. Discussions will cover what others see, hear, experience; what actions does the trustworthy leader/person take; behaviours that erode trust
- Knowing and living team/organisation values. This section will explore the importance of clarifying values and the behaviours that bring the value to life; how to use values to measure behaviour, model behaviours and reward behaviours and can be used as an essential factor for building trust at work.
- Techniques to build trust as a leader. Participants will build on discussions to create their action plans; what are they currently doing; how can they do it more consistently or better; what are they not doing; what will they do to bridge the gap; what is their next step.

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- Steps to rebuild trust and mend a low-trust relationship. Trust can be broken very easily. Here we will discuss steps and approaches to mending and rebuilding trust.
- Action plans