

Trust Imperative Workshop

Time and again, trust is identified as the missing element in unproductive relationships and teams. Usually an exercise is pulled from the consultants bag of tricks to address the deficiency, and given the depth and complexities of trust, the instant fix fails to have any lasting value. This workshop delivers a firm understanding of trust components and teaches participants how to build trust in team and organizational settings. Leaders desire proficiency in the essential skill of trust building. Based upon the popular text, *The Trust Imperative* (Hacker, Willard), this course provides practical, straightforward methods to create trust in the workplace and instills dynamic models, which allow for further discovery.

Participants will obtain:

- A comprehensive understanding of the trust imperative, why trust is an increasing requirement for today's workplace. The expansion of work being accomplished through teams demand cohesion and esprit de corps. Also, the variety of teams (virtual, cross-functional, pack teams) calls for faster and more effective methods to build trust.
- Knowledge of the different aspects of trust and trust modeling.
- Proven methodologies to build trust, experimenting with tools and approaches in the workshop.
- Skill acquisition, ability in building trust rapidly.

Course Content

The course is experiential in nature, calling upon participants to play an active role. The offering can be 1 to 2 days in length, depending upon the scope of work desired. A single presenter guides a class of 10-60 through key learnings. Following are several items addressed during the workshop:

- Obtaining Consciousness Prior to Launch - Participants are directed to be accountable for their learning...accountable to building skill.
- Ground Rules for our Interaction - Ground rules are set and commitment to them is tested to ensure honest and enlivened discussion.
- What is Trust? - The three C's of trust (Commitment, Consistency and Capability) are fully explored and understood at a personal level.
- Why is Trust of Value? - Participants build knowledge in the cost/benefit of creating trust in the workplace.
- What Aspects of Trust are of Value to Your Present Situation? - Real time relationships are used to better understand the characteristics of trust and distrust.
- How Trust Is Built - Participants are asked to refer back to their experiences in building trust with others. How did it happen? Time will be given as a key response, some will refer to risk. The process of effectively building trust is explored followed by skill building within the classroom setting.

- Risk for Trust - If risk and vulnerability are instruments for producing trust, why do they often fail to work? Insights to how we self-destruct our trust building processes are gained.
- How to be causal in creating high trusting relationships...no more excuses.
- A key mental model in accomplishing measurable progress in trust building is explained in an experiential manner.
- Trust Assessments - The six trust assessments, which have been used in many organizations, are addressed. Needed to measure real progress, these assessments are found in full within The Trust Imperative text.
- Building a Trust Wall - The process of building a comprehensive plan to build organizational trust is made alive using an actual case scenario.

Proven Effectiveness

Many leading companies and government entities have sought the Trust Imperative Workshop out. Testimonials to its effectiveness have been received from such diverse organizations as IBM, United Way, NASA, US Department of Energy, and Oregon State. The approach is prized due to measurable improvement experienced by participants.

Communication for Results: Improve communication effectiveness in your organization as a key performance driver. A proven approach to quickly improve communications presented in a straightforward and understandable manner so that all personnel can benefit.

Sustainable Economic Development: An overview of sustainability concepts and frameworks for organizations committed to yielding results in the economic, social and environmental dimensions. Learn how the concepts of sustainability can bring forth efficiency and effectiveness in the organization, while tapping the spirit of those seeking deeper meaning or purpose in their work.