

Building A Culture of Trust



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What's trust got to do with it?

Individual Activity

- Consider the impact of trust in your work life
- Reflect and answer the following questions:
 - How does having trust contribute to meeting and exceeding goals, team work, employee engagement
 - What does a lack of trust do for team work, employee engagement and results?

Small Group Activity

- Discuss how trust contributes and how the lack of trust impacts:
 - Teamwork
 - Employee Engagement
 - Organizational Results



What are the benefits of a high-trust work culture?



Engage




Innovate



Retain

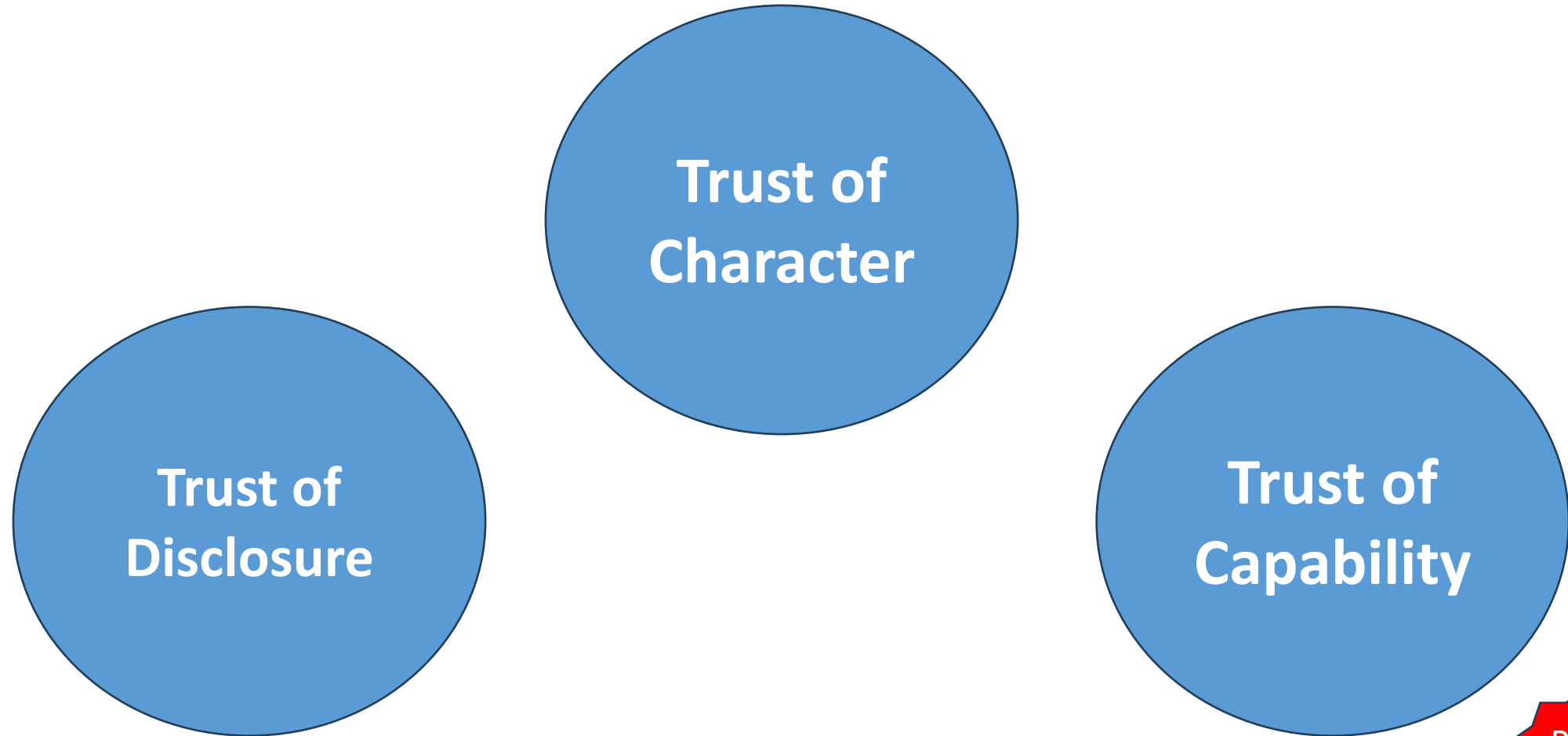


Produce
Results



Collaborate
&
teamwork

Types of Trust: Demonstrated by Individuals



Trust of Character

Do managers and employees make clear what they expect from each other?

Do people do what they say they will do?

Trust of Disclosure

**Do people share
information?**

**Do people tell the
truth?**

**Do people admit
mistakes and take
ownership?**

Trust of Capability

How well do people carry out their responsibilities?

Do people acknowledge other people's skills, abilities and strengths

Trust In The Organization

- **Strategic Trust:** employees trust those in charge
- **Personal trust:** employees trust their direct managers,
- **Organizational trust:** employees trust that organizational processes are well designed, consistent, and fair. That the company makes good on its promises.

Consider which aspects of trust are strengths in your organization and which are weaknesses



Building Trust – the Process

- Foster open, consistent clear communication
- Be reliable and consistent
- Solicit and act on feedback
- Show appreciation
- Treat everyone with respect and fairness
- Demonstrate confidence in employees and co-workers



Individual Activity

Answer the questions on Page 4 about you and/or your organization:

Reflect on you and your organization, how is this process demonstrated?

Which parts of the process are easy for you and your organization?

Which parts of the process are harder for you and your organization?

Connect with a partner and discuss what resonates with you

Action Plan

List 1-2 ideas/concepts you'll take back to the workplace

Final Questions?

