

# Trust at Work® - The Foundation for Team Success

## Creating a Strong, Cohesive Team

Length: 1 day + team coaching calls

### Overview

Working as a team involves genuine engagement and collaboration with others. In order to achieve that engagement and collaboration you need a foundation of trust before you can begin to build, develop and grow that team.

A team without trust isn't really a team: it's just a group of individuals, working together, often making disappointing progress. They may not share information, they might battle over rights and responsibilities, and they may not cooperate with one another. It doesn't matter how capable or talented your people are, they may never reach their full potential if trust isn't present. When people trust one another, the group can achieve truly meaningful goals.

### Learning Objectives

Successful completion of this course will increase your knowledge and ability to:

- Understanding TRUST
- TRUST vs Distrust
- Brain Science of TRUST
- Four domains of TRUST
- Building TRUST in each domain
- What to do when Trust has been broken?
- Action Planning with your team

### Instructional Strategies

This workshop is highly interactive. The instructor presents key concepts, then helps the participants build personal connections through discussions, interactive exercises, and games. Participants receive confidential individual feedback based on a questionnaire that is completed in advance of the course. They complete an action plan for developing their Path to Trust, and are encouraged to reach out to others in the class to provide mutual support for development.

### Audience

Path to Trust workshop is designed for:

- Boards and leadership teams
- Project and program teams
- Anyone seeking to strengthen trust with employees, peers, customers, and other key stakeholders

## Prerequisites

When working with intact teams we begin with the *PTT Trust Assessment*. This assessment rates the level of trust on a team using the same four dimensions as the PTT Trust at Work model, allowing you to see specifically where to focus learning in order to realize the greatest benefit.

## Content Outline

### Understanding Trust

#### Trust vs. Distrust

#### The Brain Science behind Trust

#### The Four Domains of Trust

##### Sincerity

- Building Trust: Sincerity
- Enemies of Sincerity

##### Reliability

- Building Trust: Reliability
- Enemies of Reliability

##### Competence

- Building Trust: Competence
- Enemies of Competence

##### Care

- Building Trust: Care
- Enemies of Care

#### Confronting Distrust

#### How to Communicate When Trust Has Been Betrayed

#### Putting into Practice

#### Action Planning

- Identifying Development Priorities
- Completing an Action Plan
- Committing to Next Steps

## Workshops, Coaching Calls, Coach support:

| Prior to workshop  | Workshop              | 4 – 6 weeks after workshop | Every 4 – 6 weeks | Every 4 – 6 weeks | Every 4 – 6 weeks        |
|--|-----------------------|----------------------------|-------------------|-------------------|--------------------------|
| Team Trust Assessment and coaching call with leader to review assessment | Foundational workshop | Coaching call #1           | Coaching call #2  | Coaching call #3  | Completion coaching call |

Timeline for coaching calls: (approx. 4 to 6 weeks between each component)

### **Team Trust assessment:**

- Prior to the program we will send out a Team Trust assessment that each participant will complete and submit prior to program delivery date

### **Leader coaching call:**

- Prior to the program and upon completion of the Team Trust assessment we will set up a coaching call with the team leader and coach to review the outcome of the assessment and help them interpret the results.

### **Foundational workshop - One-day, in-person workshop:**

- Important to have the entire team present so that everyone has a voice.
- Trust assessment will be worked with throughout the day to create a safe place to have dialogue and create action plans to walk away with to start strengthening the teams ability enhance their effectiveness

### **Group coaching calls, # 1-3:**

- 60 minutes by phone
- Smaller group
- Individual feedback from the group & facilitator.
- Facilitated peer discussion of insights and learning between sessions.

### **Final group coaching call #4 – completion of the program**

- Same as calls 1-3, plus
- Group Discussion: How will participants continue to develop their team trust skills beyond this program?

---

### **Customizable Options for Your Team**

The material and delivery can also be customized to the specific needs of your team.

❖ *This program is based on the proven practices from Charles Feltman's, **The Thin Book of Trust: An essential primer for building trust at work.***