



The Keystone Of Trust

Building and Maintaining
Organisational Trust

Trust Objectives

- To position trust as a key cultural component for effective leadership and business performance.
- To identify the behaviours and traits that contribute to workplace trust.
- To understand the activities and behaviours that have a negative effect on workplace trust.
- To gauge the level of leadership trust through the use of a local assessment tool.
- To understand how to rebuild trust when it has been lost.
- To develop a trust building strategy to lay the foundations for cultural and business growth.

Trust Content

Personal Workshop objectives.
The High Trust environment.
How leaders develop or destroy Trust.
Trust.
The foundations of Trust.
Trust Killers.
When Trust goes bad.
Action planning and practical first steps.



The Keystone Of Trust

Developing or Destroying

Module 4

Leadership Activities

Appraisals.
Delegation.
Feedback.
Communication
Involvement.
Meetings.



Leadership Activities

Appraisals.

Delegation.

Feedback.

Communication.

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Meetings.



Exposing my weakness'.
Catching me out.
Comparing me to others.
Building a legacy.
“where does this go?”
“who sees this?”
“How does this affect my pay”
“Are you choosing people to get rid of?”

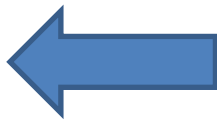


Opportunity to shine
Time to review my goals
“I have things I would like to discuss”
Reinforce my position
Opportunity to receive feedback
“how have you used my ideas?”
“what else do I need to do?”

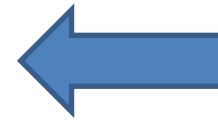


Keystone Trust

Internal
representation



My memories
My values
My beliefs
My experience
My expectations



Situation
Positioning
Context



Feelings
Trust / Mistrust



Behaviour



Anticipations

History.

Mind set.

Feelings.

Potential affects.

Worst case.

Best case.



Positioning

Purpose

Process

Context

Delivery

Close

Follow up

Results



Positioning

- Purpose - Why?
- Process - What?
- Context - Importance
- Delivery - How?
- Close - legacy
- Follow up - Commitment
- Results - Performance



Leadership Activities

Appraisals.

Delegation.

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Opportunities to Build Trust

Follow up.



“you have to earn your wings every day”

Oceola Hall
NASA

