

The keystone of Trust

Is Trust on your Leadership Agenda? Research shows that the experiences of many employees before and during the recession have led to a fall in trust for both organisations and their leaders. This is not to say that employees are merely resentful of leadership actions – many understand the business context and the tough decisions that have to be made but feel they are not respected in the way these decisions are delivered. Whilst employers may feel they own the labour market at the moment the erosion of trust and feelings of uncertainty have an impact on a company's ability to weather the business storm. A lack of trust reduces the company's capability to solve problems/work collectively and share information openly, the very traits it needs to demonstrate to gain a competitive advantage in tough times and retain talent for times of growth.

Trust is the cultural keystone that helps keep the companies values and performance at the top of the organisational agenda, the cornerstone of good leadership that needs demonstrating every day.

All content and objectives are reviewed with the client prior to delivery

The business benefits of this program include;

- **Increased understanding of the impact of trust** on individual and business performance.
- Increased employee engagement through the **development of trust building strategies.**
- **Reduction in negative behaviours** that drive down morale.
- Better **defined and consistent leadership** approach across the company.
- Increased use of employee potential by **maximising cooperation and information sharing.**
- Increased **focus on cultural aspects of the business** through shared experience, dialogue and novel context.

Who will benefit.

- Senior leaders who wish protect and develop the culture of their organisations.
- Leaders who wish to improve employee engagement and performance through collaborative working.
- Leaders who wish to develop a more open and collaborative culture in difficult times.
- Leaders who wish to ensure that their employees know they are valued and wish to stay as the business moves into growth.

Keystone 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.

Course Content

- **Personal Workshop objectives.**
Objectives should be linked to business objectives / goals or personal development activities.
- **The Trust Deficit.**
The reduction of Trust in society and its effects on workplace culture. A review of research and present thinking.
- **The High Trust environment.**
How Trust contributes to business performance / recognising a high trust environment/ key traits and values.
- **How leaders develop or destroy Trust**
How trust affects every day leadership activities and reflects/ confirms employee's expectations through their cognitive bias.
- **The foundations of Trust**
*Key leadership behaviours that will build trust and provide a foundation for collaborative working, this includes a range of approaches and a model template. This section includes a **local trust audit**.*
- **Trust Killers.**
Identifying the situations and actions that destroy trust and developing alternative approaches for dealing with them.
- **When Trust goes bad.**
Reflecting on what to do when trust is lost and how leaders can contribute to its rebuilding.
- **Action planning and practical first steps**
A reflection on the learning undertaken and how it can be initially utilised.

Training Approach

This course is typically run over 1 day for up to 10 delegates depending on course structure. The course will include elements of both individual reflection and group work ensuring the full participation of participants. The training presentation will include personal analysis tools and video presentations to illustrate and develop themes as well as practical learning activities.

All delegates will receive a copy of the training presentation / handouts and articles for further reading.

Each delegate will also receive a 30 minute post course telephone coaching session to develop and clarify themes as well as providing practical application