

INTENTIONAL COMMUNICATION CONSULTANTS

Building Trust in the Workplace

This program is designed to provide the tools and in-depth understanding needed to address the critical issues of: lack of trust, building trust, sustaining and restoring trust in the workplace today.

- In addition to technology, innovation, globalization and inter-generational dynamics, lack of trust is one of the most powerful forces driving businesses today.
- As trust is the foundation for high performance and sustainability, building and regaining it should be a high priority for every organizational leader and manager.
- This program focuses on structural (organizational) and interpersonal factors that contribute to establishing and maintaining trust. It explores not only the mindsets that promote trust – but the organizational and individual behaviors that embody it.

MODULES

- **Defining Trust**
The business case for trust in the workplace – The high cost of low trust
- **Trust Assessment**
Using the trust inventory assessment tool.
- **The Fundamental Role Belief Systems Play in Trust**
- **The Role of Communication in Trust**
Training Mindsets for Trust. How we demonstrate trust and how we erode it
- **Generational Dynamics and the Trust Factor**
- **Restoring Trust**
The steps that contribute to rebuilding workplace relationships

Program Format & Audience

- The program is designed as a 2-day format but can be expanded or modified to meet organizational needs.
- The program can be tailored to several audiences within the organization:
- Senior managers, organizational change leaders, organization development specialists, human resources and training leaders.
- All managers and staff level. The emphasis here is placed on the interpersonal behaviors and actions that contribute to creating relationships and environments based on trust.

PARTICIPANTS TAKE AWAY

- A broader definition and understanding of trust
- An ability to identify the current levels of interpersonal and organizational trust within their workplace
- Greater capacity to assess the critical issues in the organization (team or relationships) that are related to trust and how to approach them
- Enhanced ability to recognize the communication systems that contribute to building trust
- An increased willingness to confront barriers to trust

- Improved skills in the understanding the behaviors that convey and demonstrate trust

Copyright 2008, Intentional Communications Consultants, All Rights Reserved