

BUILDING TRUST: THE ESSENTIAL INGREDIENT

Research shows that trust is the most fundamental quality of healthy organizations. Without it working relationships are dysfunctional, which hampers teamwork, productivity, and results. Establishing it between individuals and on teams can be difficult and slow, but this course presents four proven strategies that replace flawed approaches of “corporate wisdom.”

This four-hour course is for anyone who wants to improve organizational cooperation, productivity, and results. The class activities and case studies will stimulate interest and reinforce key concepts that you can apply right away.

COURSE OBJECTIVES

Upon completion, participants will be able to build trust for better working relationships by:

- Learning about its power
- Understanding the role of initiative
- Learning how to be strategically open
- Practicing the secret of vulnerability
- Assessing your level of sincerity
- Learning how to deal with aggressive opportunists

COURSE OUTLINE

1. Overview
2. The power of trust
3. Strategies for building trust
4. How to maintain trust after earning it
5. How to regain trust after losing it
6. Action Plan