



## Creating Trust in the Workplace

Description:	For organizations to thrive, all levels of an organization must feel psychologically safe, have some degree of autonomy, and be relationally connected with their co-workers. Participant managers will develop the leadership skills to respond to situations appropriately so that all employees can grow in a culture of learning. These skills are the bonds that glue a culture together.
Defined Instructional Objectives:	Participants will develop an understanding of how to personally manage their own trustworthiness as well as how to strengthen relationships within the three circles of trust for setting expectations on what they require in order to maintain trust and engagement as a member of a successful team. Participants will understand what can erode and both positively and negatively impact trust within a workplace and will learn how to proactively participate in repairing lost or broken trust including how to deliver an apology to speed the rebuilding process.
Measurable Learning Outcomes:	<ol style="list-style-type: none"> <li>1. Assess levels of engagement</li> <li>2. Diagnose emerging team issues to develop proactive action plans</li> <li>3. Create connections through conversations and active listening</li> <li>4. Examine concepts of fear and vulnerability in the workplace</li> <li>5. Develop strategies or minimizing fear and vulnerability in the workplace in a variety of contexts and situations</li> </ol>
Course Components:	<ol style="list-style-type: none"> <li>1. Defining Team Culture Types</li> <li>2. Fear in the Workplace</li> <li>3. Dealing with Change</li> <li>4. Valuing Diversity</li> <li>5. Accountability</li> <li>6. Performance Management</li> <li>7. Effective Decision Making</li> </ol>
Assessments Methods:	Verbal understanding of concepts and written reflection (worksheets), completion of self assessments
Delivery Methods:	In person one to one and group training sessions, goal setting worksheets, exercises, active/empathic listening templates, progress tracking
Format:	This training is offered in person one to one, group, or by Skype/Facetime and can be adapted to partnerships and teams.
Duration/Schedule:	The training is based upon 8 hours of individual and group sessions over a period of 4 to 12 weeks.
Attendees:	1 to 100
Completion Requirements:	Participants are required to complete 8 hours of training plus and additional estimated 6 hours of project homework.
Course Fees:	Course fees are contingent on total number of hours of individual and group trainings, number of participants, and if this training is held alone or in conjunction with other trainings. For example: a complete 6 course series (Emotional Intelligence, Healthy Conflict, Transparent Communication, Collaborative Eco-Systems, Team Building with Purpose, and Creating Trust), with 8 hours of training each and 13 participants costs approximately \$72/participant/hour + GST