

BUILDING TRUST

The nature of a business organization is to work as an interdependent team but without trust, there can be no dependence. Without trust, there can be compliance but not commitment. There can be communication but not understanding. Finally, without trust there can be authority but not leadership. This module explores the various levels of trust within an organization. Participants will learn trust-building and trust breaking behaviors.

AUDIENCE

Anyone desiring to be a better team member or team leader, especially supervisors and managers

LENGTH

4 Hours

PERFORMANCE OBJECTIVES

After completing this program, you will be able to:

- Describe the various levels and types of trust
- Identify barriers to building trust and assess your own barriers
- Identify trust-building and trust breaking behaviors
- Take actions with others that lead to trust-filled relationships

COURSE MODULES

The Role of Trust	Participants understand their own levels of trust and explore the importance of trust through various definitions.
Building Trust	Building an environment of trust takes consistent application of specific behaviors. This module identifies the behaviors and barriers to their consistent use.