



## OVERVIEW

This engaging four-hour program equips leaders with the ability to build and sustain trust.

By the end of this workshop participants will be able to:

- Describe the impact of trust on the front line leader's effectiveness
- Identify strategies for aligning stated values and values in action
- Identify the difference between objective and subjective integrity
- Articulate the power of rapport in building trust
- Apply best practices for building trust when they communicate
- Analyze common leadership challenges that can build or diminish trust

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## PROGRAM FLOW: KEY CONTENT AREAS

### Welcome

- Introduction, Learning Objectives

### Best Worst Leader

- Qualities
- Visual Interpretation Activity
- How Do They See Themselves?

### Trust

- Trust Triangle (Capability, Care and Character)
- Stated Values vs. Values in Action
- Strategies for Alignment
- Objective vs. Subjective Integrity
- Adding Orientation

### Trust Challenges

- Fair Versus Equal
- Consistent or Flexible

### In Communication

- Go Figure Activity
- Curse of Knowledge

### Workshop Close

- Job Aid
- Workshop Evaluation