

## Developing Trust

### “If you want to be trusted, be trustworthy” – Stephen Covey

Trust is a hard thing to define sometimes – we either feel it or we don't; but it is possible to recognise the behaviours that help us feel it (or not). In this 'new normal' where working virtually might be more common, recognising and developing those behaviours might be even harder (but even more crucial).

Developing Trust with our peers, our teams, our stakeholders and even our boss is incredibly important to improving effectiveness and increasing performance.

We will look at what makes up trust, why it is important and how to develop behaviours that will help you develop trust with others.

#### Participants will:

- ▶ Recognise the importance and tangible power of trust
- ▶ Explore the key elements of trust and assess how effectively they are demonstrating them
- ▶ Understand the behaviours of relationship trust and how to spot the counterfeits of them
- ▶ Create a powerful action plan to develop trust in key relationships

#### Before attending:

*(We'll be using the outputs of this work during the session, so we ask participants to:)*

1. Think about people you trust, in both a personal and professional setting – these can be friends, work colleagues, people who offer professional services (e.g. doctors, mechanics etc). Consider what it is that they do, how they behave that enables that trust.
2. Note down 3 words that come to mind when you think of trust.
3. Consider your own team and how they see you. Do they trust you? How could you behave that would increase that level of trust even further?

**Session length:** 2 hours

