

COURSE OVERVIEW

Fostering Trust in the Workplace

OVERVIEW

Powerful trust-building skills can propel you along the path to career success and personal achievement. They can lead to higher productivity; working more effectively with your boss, co-workers or subordinates; building better relationships with the important people in your life; and even establishing your leadership potential. Dealing with others isn't always easy. We'll show you just how to meet the challenge and be more successful with all the people with whom you interact. You'll learn how to build business relationships based on trust and create a more positive and productive work environment.

LEARNING OBJECTIVES

- Identify and define the concept of trust
- Identify and model behaviors that solicit trust in others
- Understand the needs of others when giving trust
- Create a climate of communication
- Increase employee trust, productivity and morale
- Create a work environment that encourages creative thinking and risk taking
- Cultivate effective, authentic working relationships within your team

- Rebuild relationships when trust has been broken

COURSE HIGHLIGHTS

How to build trust, establish your credibility and start building that relationship foundation

- What is trust and how does it relate to your success in the business world?
- How to ensure that your words and actions tell others you're a credible, reliable professional
- Learn how to keep confidences confidential and secrets secret
- Concrete steps you can take to increase trust, cooperation and support
- What you need to know about giving trust when it comes to those you supervise

Essential communication skills for building trusting relationships

- The four keys to effective communication
- Why active listening is absolutely critical in any relationship
- How to read nonverbal cues for better communication
- The communication shortfalls that can cause relationships to fall apart and trust to be lost
- Eight tips for great communication

Maintaining and improving existing relationships

- How to say "No" without damaging relationships
- How to agree to disagree ... without undermining your relationship
- Nine important keys to maintaining an excellent working relationship
- How viewing co-workers as clients can increase trust and boost morale
- Why you must think win-win in order to improve existing relationships
- How to create an environment of trust that fosters creative thinking

Fixing broken relationships

- Great insight into mending damaged relationships
- How to correctly diagnose the problem in a broken relationship
- How to establish interpersonal procedures that enable teamwork
- How to overcome the cycle of conflict, distrust and revenge
- The keys to rebuilding trust in interpersonal, inter-group or inter-organizational relationships

COURSE OVERVIEW

TRAINING DELIVERY

- Pre-training: Tailoring and customization of content
- Delivery of training using presentation, small group exercises, case studies, role-plays, games, etc.
- Post-training: Follow-up within 30 days to review information, provide coaching, set goals, etc. (optional)