



Leading at the

SPEED OF **TRUST**

ONE-DAY OUTLINE

SECTION	PARTICIPANTS WILL BE ABLE TO:
<p>THE CASE FOR TRUST</p>	<ul style="list-style-type: none"> • Quantify the specific “Trust Taxes” that are affecting their current projects and initiatives. • Identify the behaviors that slow speed and increase costs in their work environment. • Learn the three dimensions of creating trust. • Create a customized plan to close the trust gaps that are impacting their team.
<p>SELF TRUST THE PRINCIPLE OF CREDIBILITY</p>	<ul style="list-style-type: none"> • Take responsibility for increasing their own personal credibility, and model trust through character and competence. • Clarify the specific reasons they can be trusted. • Practice the critical leadership skill of declaring intent. • Create an action plan to increase personal credibility.
<p>RELATIONSHIP TRUST THE PRINCIPLE OF BEHAVIOR</p>	<ul style="list-style-type: none"> • Identify the <i>Counterfeit Behaviors</i> that create low trust. • Practice the 13 Behaviors that are foundational to every high-trust culture. • Practice key conversations to build trust with new and existing employees (Develop Trust Talk); and repair trust when it has been lost (Restore Trust Talk). • Learn how to engage disengaged employees by practicing the defining skill that turns good managers into great leaders. • Know how to extend <i>Smart Trust</i> when there is risk. • Create an action plan to increase trust in key relationships.
<p>ORGANIZATIONAL TRUST THE PRINCIPLE OF ALIGNMENT</p>	<ul style="list-style-type: none"> • Identify the symbols of trust that affect speed and cost in the organization they lead. • Define actions to improve their team’s weakest systems and processes • Implement an engaging process that will help them create and lead a committed, high-performing team that is accountable for results. • Create a plan to increase trust within their organization.
<p>MARKET TRUST THE PRINCIPLE OF REPUTATION</p>	<ul style="list-style-type: none"> • Assess the reputation of their team from the perspective of their most critical stakeholder. • Focus on the skill of cross-team collaboration. • Create action plans to increase their team’s credibility.
<p>SOCIETAL TRUST THE PRINCIPLE OF CONTRIBUTION</p>	<ul style="list-style-type: none"> • Understand how their personal credibility and the team they lead affects their larger organization and community. • Engage in the 52-week sustainment process using the <i>Speed of Trust</i> Digital Coach app. • Complete the Leader Accountability Plan to integrate learning and application into their real work after the session.