

American Management Association's The 13 Behaviors of High-Trust Leaders

Learning Objectives

- Build Your Own Case for Trust
- Increase Your Personal Credibility
- Behave in Ways That Inspire Trust
- Align Your Team, Symbols, Systems and Processes with Principles of High Trust
- Improve Your Team's Reputation
- Make a Positive Contribution to Their World

The Case for Trust

- Quantify the Specific “Trust Taxes” That Are Affecting Your Current Projects and Initiatives
- Identify the Behaviors That Slow Speed and Increase Costs in Your Work Environment
- Learn the Three Dimensions of Creating Trust
- Create a Customized Plan to Close the Trust Gaps That Are Impacting Your Team

Self Trust—The Principle of Credibility

- Take Responsibility for Increasing Your Own Personal Credibility, and Model Trust Through Character and Competence
- Clarify the Specific Reasons You Can Be Trusted
- Practice the Critical Leadership Skill of Declaring Intent
- Create an Action Plan to Increase Personal Credibility

Relationship Trust—The Principle of Behavior

- Identify the “Counterfeit Behaviors” 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—Repairing Trust When It Has Been Lost