

Trust-Centered Leadership: The Winning Advantage

Learning Objectives

- Recognize how trust drives engagement, collaboration, and organizational performance
- Apply strategies to build trust intentionally across individuals, teams and departments
- Identify specific actions and behaviors that strengthen—or erode—trust in different workplace situations
- Develop a personal action plan for building trust in situations that matter to you

Trust Builds Excellent Leaders

- Define trust
- Review the neuroscience of trust—why trust matters
- Understand how today's environment affects trust in organizations
- Describe what trust looks like in different organizational contexts

Trust Across the Organization

- Recognize characteristics of high-trust organizations
- Recognize best practices to develop organization-wide trust
- Practice techniques to enhance organizational trust

Trustworthiness and Self-Trust

- Define trustworthiness and self-trust in practical leadership terms
- Assess how trust shows up in your daily leadership behavior
- Understand the importance of self-trust for work relationships
- Practice techniques to develop great trust in yourself

Trust Between Individuals

- Understand the components of trust between individuals
- Increase awareness of style and preferences to flex effectively and strengthen trust
- Practice trust-building techniques, such as active listening and mirroring

Trust in Teams

- Recognize the stages of team development
- Apply the concept of a microculture to specific teams
- Practice specific techniques to establish team trust

Action Planning

- Create an action plan to apply trust-centered leadership behaviors and drive meaningful change in your leadership practice