

A Matter of Trust:

Building Trust in your Teams



Thursday, August 23, 2012

www.GoTeamResources.com

Susan Gerke

www.SusanGerke.com

David Hutchens

www.DavidHutchens.com

- A high-trust relationship.



- A low-trust relationship.



- Collaboration
- Gaining commitment
- Exercising influence
- Enjoying the work

What brings you here today?

- As a facilitator, *trust* comes up a lot:
- I'm having trust issues on my own team:
- I want new ways to engage my team in a conversation about trust:

Press 1

Press 2

Press 3





GO Team®

Powering Team Performance

13. Building Team Trust

Level 3: See You at the Top

- Getting Grounded in Team Basics
- Establishing Team Operating Guidelines
- Clarifying Team Purpose and Goals
- Building on Style Differences
- Assessing the Team
- Enhancing Team Communication
- Running Effective Team Meetings
- Making Team Decisions
- Avoiding Groupthink
- Resolving Team Conflict
- Solving Team Issues
- Building Team Trust
- Giving and Receiving Feedback
- Sharing Leadership
- Sparking Team Creativity
- Managing Change
- Leveraging Team Learning

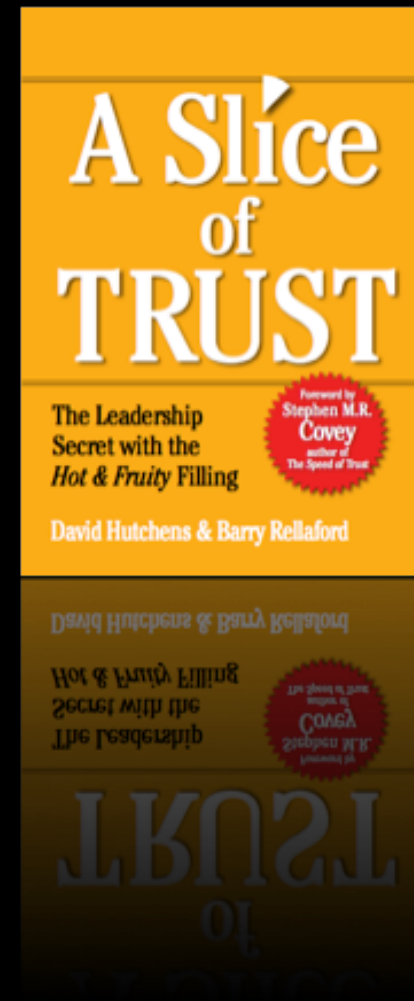
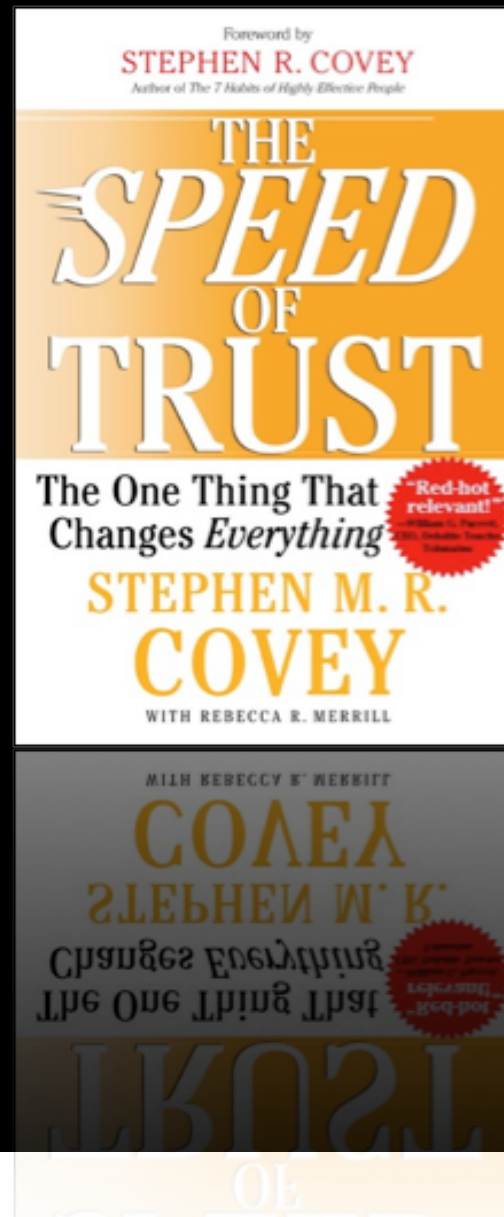
Level 2: Go Team

Level 1: Setup for Success

Level 3: See You at the Top



Source: FranklinCovey xQ Survey of 12,000 U.S. workers.



Dimensions of Trust

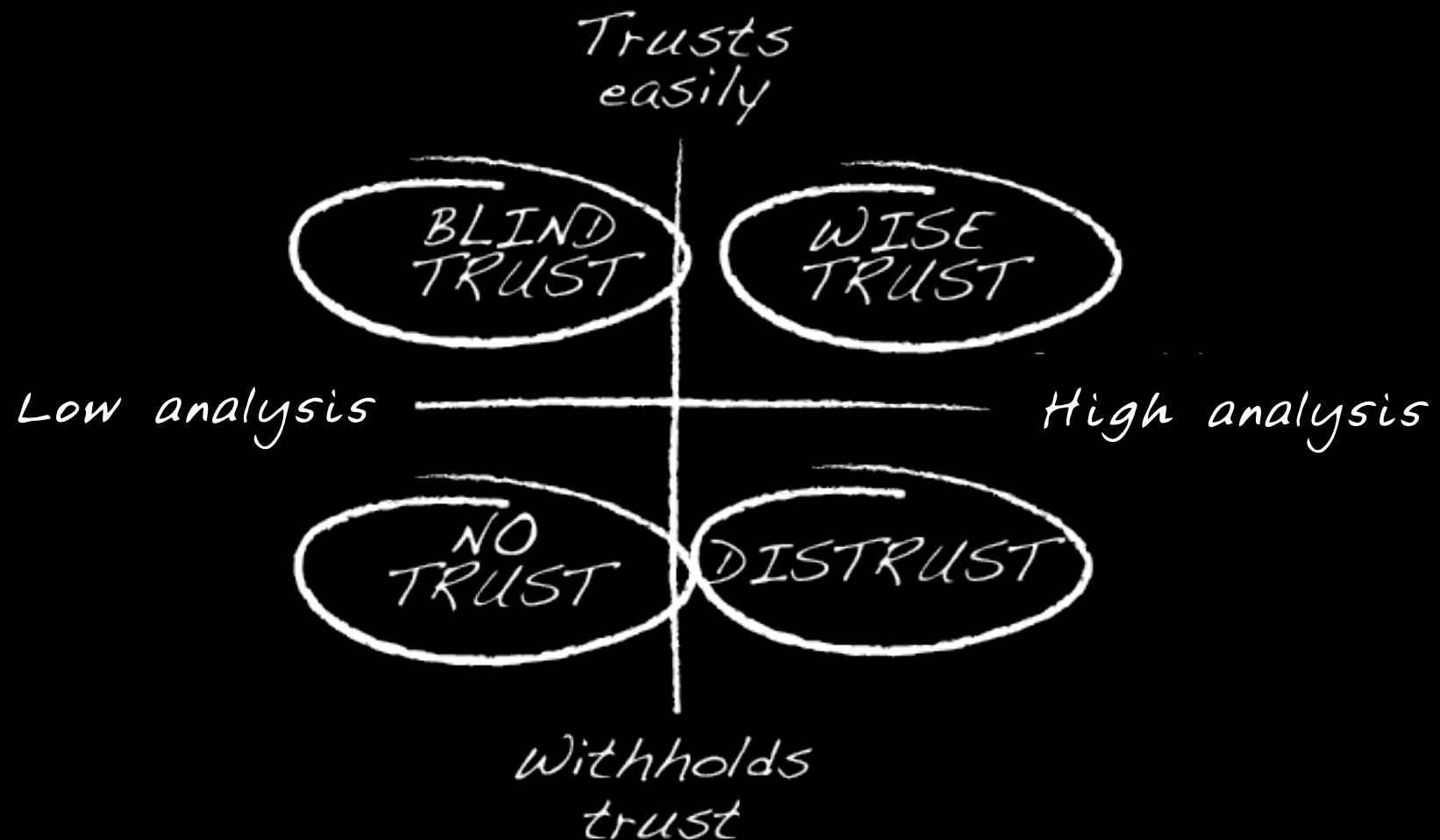


Who I Am
Integrity



What I Can Do
Capability

The Smart Trust Matrix



Build time
into the
schedule
to check
for errors

Assume
the best
motives

Responding
to feedback
defensively

Integrity

capability

Both

Assume
the best
motives

Build time into
the schedule
to check for
errors

Responding
to
feedback
defensively

Covey's 13 Behaviors

- Talk straight
- Demonstrate respect
- Create transparency
- Right wrongs
- Show loyalty
- Deliver results
- Get better
- Confront reality
- Clarify expectations
- Practice accountability
- Listen first
- Keep commitments
- Extend trust

**Questions?
Issues?**



Level 1: Setup for Success

1. Getting Grounded in Team Basics
2. Creating Team Operating Guidelines
3. Establishing Team Purpose and Goals
4. Clarifying Team Roles
5. Building on Style Differences
6. Assessing the Team



Level 2: Go Team!

7. Enhancing Team Communication
8. Running Effective Team Meetings
9. Making Team Decisions
10. Avoiding Groupthink
11. Resolving Team Conflict
12. Solving Team Issues



Level 3: See You at the Top

13. Building Team Trust
14. Giving and Receiving Feedback
15. Sharing Leadership
16. Sparking Team Creativity
17. Managing Change
18. Leveraging Team Learning

**A special offer
for today's
participants!**

- Choose any module
- Order by September 21
(module plus facilitator)
for 15% off!



Thank you

- Contact Susan: SGerke@sbcglobal.net
- Contact David: David@DavidHutchens.com
- Learn more about GO Team: www.GoTeamResources.com
- Like us on Facebook! www.facebook.com/GOTeamTM

