



A 2016 study from the Journal of Applied Psychology asked:
Is there a relationship between team trust and team performance?
- de Jong, Bart A., Kurt T. Dirks, and Nicole Gillespie. "Trust and Team Performance: A Meta-analysis of Main Effects, Moderators, and Covariates." *Journal of Applied Psychology* 101.8 (2016).

Key Findings:
(based on 112 independent studies consisting of 7,763 teams)

- There is a positive relationship between how much team members trust one another and the achievement of team goals
- Trust helps teams focus on shared goals
- Conversely, a lack of intra-team trust makes people less likely to perform at optimal levels

- de Jong, Bart A., Kurt T. Dirks, and Nicole Gillespie. "Trust and Team Performance: A Meta-analysis of Main Effects, Moderators, and Covariates." *Journal of Applied Psychology* 101.8 (2016)

Does this resonate with you?

What is your lived experience...

- When trust is high...
- When trust is low...

- What are/were the behaviors present?



Trust matters

Think about a team you are currently a part of:
How would you rate the level of trust within your team?

- 4 = High
- 3 = Moderate
- 2 = Low
- 1 = Very Low

Our Research:
 25 Year Focus on Trust
 Statistically Valid Trust Assessment Data
 Global, Multi-industry Database

- Doubt
- Second-guess
- Withdraw
- Disengage
- Withhold their best efforts
- Dig in their heels and resist change
- Say only what they think their leaders want to hear
- Speak their minds only through the grapevine

In HIGH trust teams, people...

- ✓ Are proud to be part of the team
- ✓ Do their best work
- ✓ Collaborate and share information
- ✓ Are confident and committed to each other
- ✓ Think outside-of-the-box
- ✓ Feel safe to take risks
- ✓ Embrace change as an opportunity to learn and grow

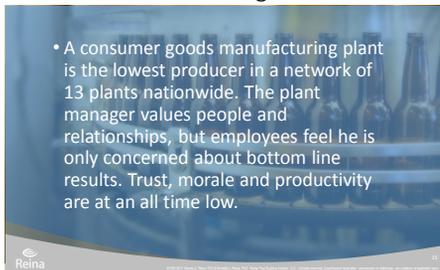
Why do teams turn to trust building?

Why Do Teams Turn to Trust Building?

Business needs	Culture needs	People needs
<ul style="list-style-type: none"> • Fire on all cylinders • Drive growth • Increase efficiency • Accelerate change • Strengthen ROI 	<ul style="list-style-type: none"> • Deepen engagement • Breakdown silos/foster teamwork • Manage change • Increase team effectiveness 	<ul style="list-style-type: none"> • Build relationships • Forge connection • Care for each other • Engage in meaningful work • Know their efforts make a difference

Everyone has a need to be seen, heard and understood.

Scenarios for Trust Building



Scenarios for Trust Building



Scenarios for Trust Building



TRUST is the foundation of teamwork and collaboration

- **Trust of Character**® sets the tone and direction of the team.
- **Trust of Communication**® establishes information flow and how team members talk with one another.
- **Trust of Capability**® allows the team to leverage and further develop skills and knowledge.



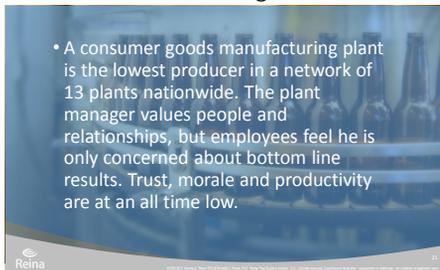
Trust is multi-dimensional

Have you ever trusted someone's core capabilities, but discovered that you could not rely on them to deliver as promised?

Yes or No?



Scenarios for Trust Building



Results from Trust Building



Scenarios for Trust Building



The results from Trust Building



Scenarios for Trust Building



The results from Trust Building



Results Produced

"People are dealing with others more directly versus talking behind their backs."	"We definitely see a big improvement in collaboration across groups."
"Awareness [of trust] is front and center. People are more cognizant, and aware of their behavior."	"There is a greater sense of community spirit present where people are able to come together and talk things through. It's these intangibles that have really been a positive."
"This has made a difference in my personal life."	

What are teams likely to experience as they work to build trust?

Teams: top 5 areas of STRUGGLE

- 1. Addressing breaches of trust directly with the individual(s) involved
- 2. Speaking directly to a person with whom they have a concern or issue
- 3. Avoiding gossip or participating in unfair criticism about other people
- 4. Giving constructive feedback in ways that are timely and helpful
- 5. Getting defensive when receiving feedback

Source: Reiva Team Trust Scale® Global Normative Database



Where do you struggle?

Which of these behaviors do you struggle with the most?

- A = Addressing breaches of trust directly
- B = Speaking directly to a person with whom I have a concern or issue
- C = Avoiding gossip
- D = Giving constructive feedback in timely, helpful ways
- E = Getting defensive when receiving feedback

Teams: Top 5 trust BUILDING strengths

- 1. **Capable** of performing job responsibilities
- 2. **Committed** to doing a good job
- 3. **Dependable**; you can count on them to follow through
- 4. **Do not deceive** one another for personal gain
- 5. **Do not intentionally sabotage** others to "get even" for perceived wrongs

Source: Reiva Team Trust Scale® Global Normative Database

According to our research:

90% of the time people compromise trust, they aren't even aware they've done so.

TRUST
begins with
YOU



**Take The Guesswork
Out of your Team's
Trustworthiness!**

**Reina Team Trust Scale®
Assessment supports you to know:**

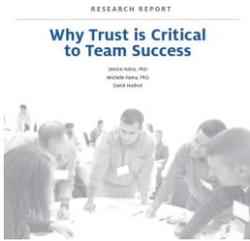
- **Where trust stands** in your team.
- **What your team is doing right** to build trust: how to leverage trust-related strengths.
- **Areas of caution & vulnerability:** where to focus your efforts.
- **Game-changing behaviors** for teamwork and collaboration

Reina Team Trust Assessment

- ✓ **Baseline assessment** of trust in your relationships
- ✓ **Research based**
- ✓ **Statistically valid and reliable**
- ✓ **Leverages normative database**



Why Trust is Critical to Team Success



A graphic with an orange background. At the top, a computer monitor displays the text 'THANK YOU! For attending our webinar.' To the left of the monitor is a desk with a pen holder and a clock. To the right is a blue mug and a potted plant. Below the monitor, a dark banner contains the text 'YOUR EXCLUSIVE OFFER!' in red and 'TAKE 10% OFF YOUR NEXT ORDER!' in blue. Underneath the banner, it says 'Enter code webinar10 at checkout. One-time use only.' At the bottom left, there is a phone number '800.633.4533' and a website 'WWW.HRDQSTORE.COM'. At the bottom right is the 'HRDQ-UT' logo with the tagline 'IDEAS FOR LEARNING'.
