

A Matter of Trust:

Building Trust in your Teams



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 GO Team™

- A high-trust relationship.



- A low-trust relationship.



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

What brings you here today?

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



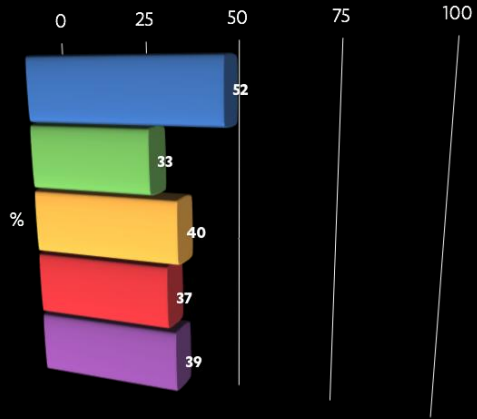
I feel safe in expressing my opinions openly without fear of retribution.

We live by the principle that "my success is your success."

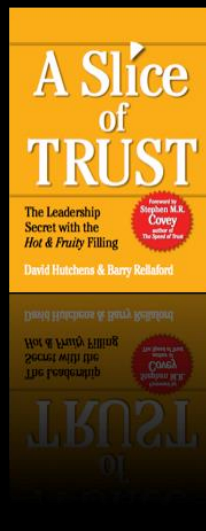
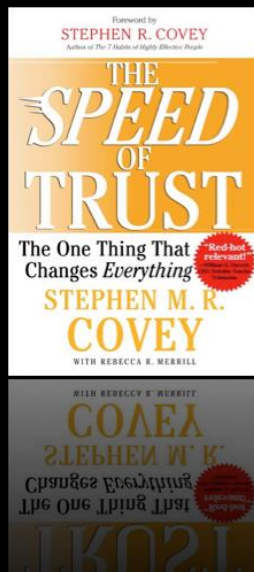
People are treated fairly; favoritism is not a problem.

We do not undermine each other.

We make decisions based on the best ideas and information rather than on office politics.



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



Dimensions of Trust

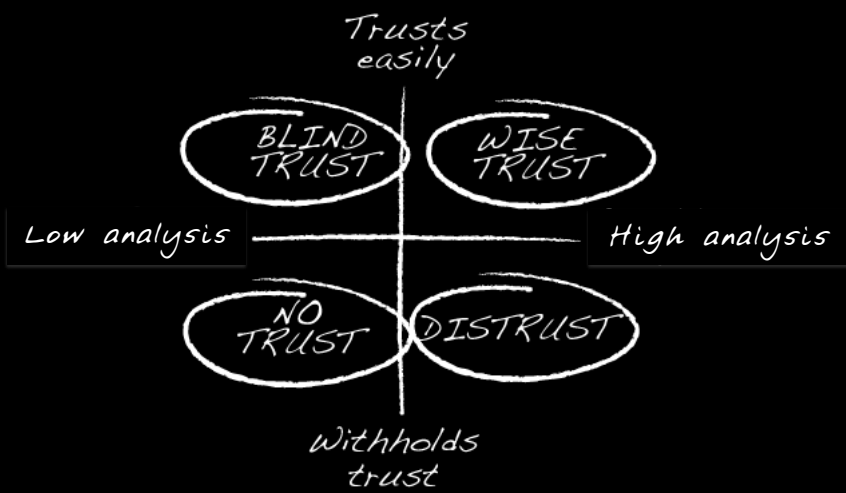


Who I Am
Integrity



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

Thank you

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- Learn more about GO Team: www.GoTeamResources.com
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Questions?
Issues?



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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

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