Building A Culture of Trust

Strategies For Leaders To Engage, Excite & Empower!

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Key Objectives

• Discuss what trust is and why it is a critical ingredient to building and sustaining successful work relationships

• Learn the critical leadership behaviours which foster trust and contribute to engagement & excitement

• Participate in group discussions and share your wisdom with colleagues

• Obtain additional resources to further develop your knowledge and skills in this important area of leadership
Resources For Continuous Development

- Tracker
- Commitment To Action
- Resource Table – Books and Articles
- Handouts
- Presentation Materials
Introductions / Icebreaker

• At your table groups, introduce yourself (name, position)

• Quickly identify the famous leaders to the left

• Describe one behaviour or trait of the person (no names required) you trust the most and why?
What Is Trust? A Few Definitions…

“State of readiness for someone to have unguarded interactions with someone or something”
A. Case – CEO, Caliper International

“Putting your faith in others”
Gordon Gund – Founder of Gund Investment

“Trust is complete confidence that a person or organization will consistently do what is right in every situation”
Dr. M. Armour, Author
What Is Trust?

“A two-way street made up of three pillars:

1. People need to perceive communications are genuine

2. Content of the communications are competent

3. That intentions are clear and mutually beneficial”

Andrew Case, CEO - Caliper Canada
One of the worlds most successful leadership assessment organizations
Why Is Trust So Important?

• Willingness to not only speak up and tell the truth – know where one stands and ideas for improvement can be discussed resulting in improved problem solving

• Transparent, open communications remove doubt and insecurity – feel safe psychologically and physically & enhances teamwork

• Conflict is reduced and resolved more collaboratively when it does occur – one gives the benefit of the doubt

• Feel supported and cared for as person – you have my back

• Feel treated as an adult – builds pride, self esteem and self regard
Brainstorming Exercise – 5 minutes

The Contingency Approach – What “NOT” to do!

1. Select a scribe

2. At your table groups, brainstorm a list of behaviours, phrases or traits that erode trust, demotivate and disempower people
Critical Leadership Behaviours That Build Trust

Source: Great Place To Work Institute Inc.
Your team has 10 minutes to identify two leadership behaviours for each:

1. Credibility
2. Fairness
3. Teamwork & Collaboration
4. Pride
5. Respect
Caliper: Leadership Traits that Garner Trust

1. Openness
2. Flexibility
3. Empathy
4. Assertiveness
5. Ego Drive
6. Ego Strength

• See Caliper Glossary Handout for definitions.
“Succeed On Your Own Terms”
New York Times Bestseller
And the winner is…….
Tracker – Key Learnings From Session

• Review your tracker and add one or two key learnings

• What advice would you give a new leader about fostering and building trust in the workplace?
Wrap up and Summary

- Refer to handout entitled: “The 9 Principles of Trust-Centered Leadership by Dr. Mike Armour

- Quickly review and add new learnings to your Tracker
Taking Accountability – Commitment To Action

As a Leader, what are you willing to do in order to:

☑ enhance trust levels within your team? with peers?

☑ engage, excite and empower your staff? colleagues?

☑ “straight talk” with your team or “one-on-one” in order to identify areas requiring improvement?

☑ Increase your level of self-awareness & communication skills?
Want To Be A Better Leader?

“Doing things the same thing
over and over again,
Yet expecting different results”

Definition of Insanity

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Thank you for attending!

Fiorella