



Building Workplace Trust

Optimising Relationship, Teamwork and Performance

► Upcoming Sessions

16-20 Sep 2024	London - UK	\$5,950
09-13 Dec 2024	Dubai - UAE	\$5,950
23-27 Jun 2025	Dubai - UAE	\$5,950
15-19 Sep 2025	London - UK	\$5,950
08-12 Dec 2025	Dubai - UAE	\$5,950

► Training Details

Training Course Overview

Recent research conducted by our company has delineated between organizations categorized as 'Trust Leaders' and those falling into the category of 'Trust Laggards'. The former represents the top 10% of companies where employees express high trust in leaders and the organization, while the latter comprises organizations where such trust is lacking among employees.

The impact of this distinction is profound. Trust Leaders are over two and a half times more likely than Trust Laggards to lead in revenue growth. Moreover, they consistently outperform other organizations in various critical areas, including customer loyalty and retention, competitive market positioning, ethical conduct, predictability in business and financial outcomes, and profit growth. Trust Leaders excel in fostering cultural conditions conducive to high levels of trust within organizations.

Our renowned Anderson training course aims to elucidate the behaviors and actions essential for building trust. Through this course, participants will learn to integrate these practices into their management and leadership styles, thereby ensuring success for both their teams and the company as a whole.

Key components of this Anderson training course include:

- ▶ Examination of organizations that have successfully cultivated trust
- ▶ Strategies for avoiding breaches of trust
- ▶ Utilizing skills such as deep listening and transparent communication to foster trust
- ▶ Demonstrating personal leadership and serving as a role model to instill trust
- ▶ Establishing a culture of trust throughout the organization

Training Course Objectives

By attending this Anderson training course, delegates will be able to:

- ▶ Apply the skills necessary to increase employee trust in your leadership
- ▶ Effectively use methods to ensure employees are engaged and committed to company and team objectives
- ▶ Motivate and engage colleagues to gain their commitment and support

- ▶ Use positive communication and influencing techniques to ensure employee engagement is optimized
- ▶ Start the process of building a culture of trust in your organization

Designed For

This Anderson training course is suitable to a wide range of professionals but will greatly benefit:

- ▶ Management professionals seeking to improve their leadership skills
- ▶ Team Leaders seeking to build a strong loyal team
- ▶ Leaders who are seeking to transform the culture of their organisation
- ▶ Change managers tasked with transforming the culture of their organisation

▶ Training Details

Day One: What is Trust and How Does it Impact Organizational Effectiveness?

- ▶ Trust as a Value: Its Origins and Connections
- ▶ What the Research on Trust-Building Tells us?
- ▶ Employee Engagement Studies about Trust
- ▶ Causes of Trust Breakdown
- ▶ Trust Benefits of Organizations with its High Levels
- ▶ How Do You View People and How that Influences Trust?

Day Two: Trust Building Skills - Workshop 1

- ▶ Deep Listening to Gain Respect
- ▶ Avoid Misunderstandings: Reflecting, and Summarizing
- ▶ Writing for Transparency: Do's and Don'ts
- ▶ Presenting for Transparency: Techniques, Do's and Don'ts
- ▶ Building Rapport and Respect
- ▶ Understanding Others' Values

Day Three: Trust Building Skills Workshop 2

- ▶ Letting Go: Control and Delegation Skills
- ▶ Using Situational Leadership in Trust and Staff Independence
- ▶ Being Assertive and Respected in Challenging Poor Behavior
- ▶ Coaching People to Take Personal Responsibility
- ▶ Using Clarity and Honesty in Communication
- ▶ Positive Feedback and Effort Appreciation

Day Four: Leadership Role in Trust Building

- ▶ Values-Driven and Authentic Leadership Among Teams
- ▶ Practice Public Accountability and Integrity
- ▶ The Power of Shadow for Leaders
- ▶ Motivation Techniques to Stimulate Trust
- ▶ Persuasion Skills and Techniques for Staff Buy-In

Day Five: Building a Culture of Trust in the Organization

- ▶ What is Culture?
- ▶ Building Culture Techniques at the Organization
- ▶ What Do Others Do to Build Culture?
- ▶ Develop a Team Vision, Mission, and Values
- ▶ Build a Team Culture of Inclusion
- ▶ Change Management Journey Towards Trust

▶ The Certificate

Anderson Certificate of Completion will be provided to delegates who attend and complete the course

▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

Email: inhouse@anderson.ae

Anderson
Executive Development Centre

P.O Box 74589, Dubai, United Arab Emirates

Web: www.anderson.ae

Email: info@anderson.ae

Phone: +971 4 365 8363

Fax: +971 4 360 4759

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