



Building Workplace Trust

Optimising Relationship, Teamwork and Performance

► Upcoming Sessions

24-28 Jun 2024	Dubai - UAE	\$5,950
16-20 Sep 2024	London - UK	\$5,950
09-13 Dec 2024	Dubai - UAE	\$5,950

► Training Details

Training Course Overview

Recent company research has distinguished between organizations that are 'Trust Leaders' and those that are 'Trust Laggards'. The former is the elite 10% of companies whose employees agree with the statement, 'Employees have high trust in leaders and the organization.' Trust Laggards are those where employees are least likely to agree with this.

Trust Leaders are more than two and a half times more likely than Trust Laggards to be leaders in revenue growth. They also significantly outperform all other organizations in achieving key business goals: customer loyalty and retention, competitive market position, ethical behaviour and actions, predictable business and financial results, and profit growth. Trust Leaders outstrip other organizations in the behaviours and actions that foster the right cultural conditions for high trust in organizations.

This popular Anderson training course will identify those trust-building behaviours and actions. It will then help you embed them in your management and leadership style to ensure team and company success.

This Anderson training course will feature:

- Organizations that have successfully built trust
- Ways to avoid breaking trust
- Using the skills of deep listening and transparent communication to build trust
- Showing personal leadership and role modelling to build trust
- How to build a culture of trust across 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:

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