

A one-day programme for front-line staff and individual contributors.

The challenge: How is a lack of trust hindering results?

All too often, people's unseen agendas or personal motivations prevent others from trusting their word and ultimately getting things done. In a low-trust environment, workers become suspicious of each other and of the organisation. Guarded communication, speculation, and disengagement lowers productivity while frustration goes up.

The solution

Everyone contributes to a high-trust organisation.

Often results are hindered by a simple lack of trust among individuals. But when individuals trust each other - and are trusted by others - communication improves and productivity accelerates as attention is redirected toward objectives instead of suspicion about others' intentions.

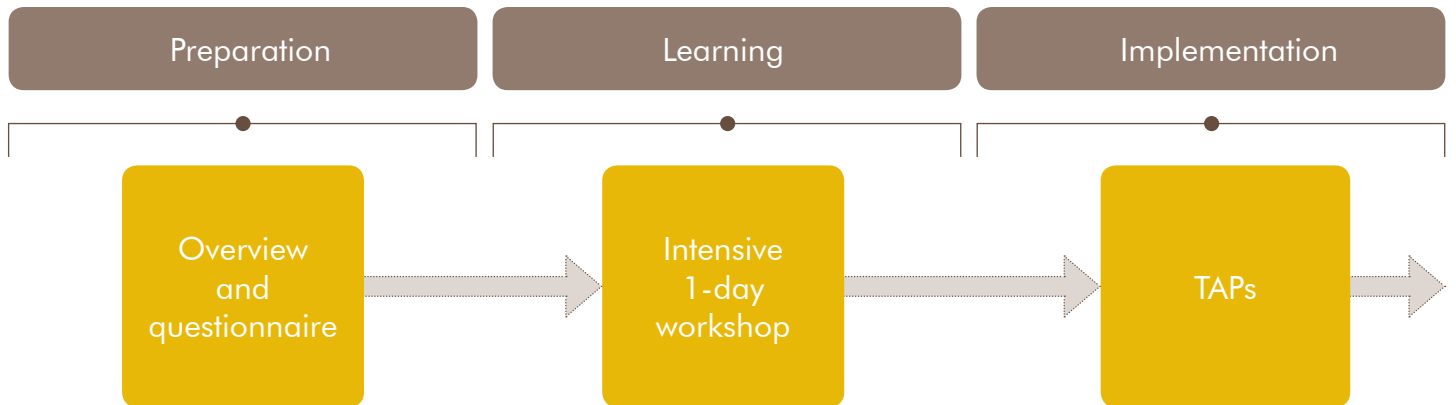
FranklinCovey's highly interactive Working at the Speed of Trust programme helps individuals in your organisation identify and address "trust gaps" in their own personal credibility and in their relationships at work. Using examples based on their current work and focusing on real-world issues rather than theories or academic models, participants in the Working at the Speed of Trust programme will contribute to high trust in the organisation.



In this intensive programme, participants learn:

THE 5 WAVES	OUTCOMES	
1 Self Trust	<ul style="list-style-type: none"> Act with integrity Set a positive example 	<ul style="list-style-type: none"> Identify the costs of low trust Take responsibility
2 Relationship Trust	<ul style="list-style-type: none"> Develop trust Restore trust Achieve results through others Resolve conflicts and disagreements 	<ul style="list-style-type: none"> Keep commitments Empower others Solve problems creatively Improve business relationships
3 Organisational Trust	<ul style="list-style-type: none"> Positively influence results Help improve team processes 	<ul style="list-style-type: none"> Identify ways to increase organisational trust
4 Market Trust	<ul style="list-style-type: none"> Help inspire customer loyalty 	<ul style="list-style-type: none"> Enhance organisational reputation
5 Societal Trust	<ul style="list-style-type: none"> Give back to the community 	<ul style="list-style-type: none"> Contribute to society

Empowered learning process



Preparation

Individuals prepare for the workshop by reviewing an overview of the programme and completing a short trust questionnaire.

Learning

Individuals learn the “5 Waves of Trust”, with particular emphasis on the first 3 waves: Self, Relationship and Organisational Trust. Participants also develop Trust Action Plans.

Implementation

Implement the Trust Action Plans (TAPs) that were developed during the workshop:

- “Self Trust” Action Plan
- “Relationship Trust” Action Plan
- “Organisational Trust” Action Plan

Who should attend?

Working at the Speed of Trust is ideally suited for individual contributors, project leaders, informal leaders and front-line staff. (*Leading at the Speed of Trust*, a companion programme is ideally suited for leaders and managers at all levels).

What participants receive

Powerful tools for future leaders

- Spiral-bound participant guidebook
- Tools CD
- Trust Action Plan
- Trust Cards (to help them navigate through difficult trust issues)
- Speed of Trust book

Start preparing your future leaders today

FranklinCovey’s Working @ the Speed of Trust programme is available as an Open Session, Inhouse Programme or personnel in your organisation can be certified to facilitate the workshop. For more information contact your FranklinCovey Client Partner or call +27 (0) 11 483 2128.