

Consistency is the true foundation of trust. Either keep your promises or do not make them- Roy T. Bennett



Program Objectives

- ❖ **Learn the Building Trust framework**
- ❖ **Develop an action plan to engage in more trustworthy behaviors**
- ❖ **Learn a three-step process for restoring trust**
- ❖ **Plan and practice two trustworthy conversations**
- ❖ **Build a culture of organisation trust**

Learning Modalities

- ❖ **Highly Interactive group discussions and presentation**
- ❖ **Powerful and effective videos followed by debriefs**
- ❖ **Pragmatic Case studies from a selection of industries**
- ❖ **Application of the frameworks and tools**
- ❖ **Group presentations and debrief**

Learning outcomes

- ❖ **Retain top talent in the organisation**
- ❖ **Build high-performing teams**
- ❖ **Drive organisational creativity & innovation**
- ❖ **Build and nurture Leadership development**
- ❖ **Clear and open communication channels**

Who should participate

- ❖ **Professionals offering Customer Service or Support**
- ❖ **Support and service staff in the organisation**
- ❖ **Managers and Supervisors responsible for team outcomes**
- ❖ **Executives and Senior Executives dealing with high-level decisions**
- ❖ **People managers at all levels**