

The Trust Factor

Creating Win/Win Relationships

One of the challenges of any and all organizations is to create a climate of trust in which people collaborate and work together effectively. When trust is absent, relationships are characterized by an adversarial attitude: me vs. you; us vs. them. Respect is lost and our performance is compromised as our energies go into manipulation, coercion, and protection rather than working towards a shared vision. During this program you will learn the core elements of trust. You will learn to view others from a paradigm of trust and goodwill rather than mistrust and alienation. And, you will learn to play a role within your relationships in which you strengthen and contribute to the development of other people.

Program Objectives

- Understand the core elements of trust and how to build trust by being trustworthy
- Identify your weakening, collusive patterns of relating to others
- View others in a way that promotes unity, trust, and goodwill
- Learn the four styles of communicating and influencing others
- Understand the three phases of interpersonal dialogue
- Develop the ability to confront poor performance and behavior problems
- Learn how to interact with others in ways that strengthen

Structure and format:

- Eight modules
- Each module 2 - 3 hours in length
- Delivered at least one week apart (recommended)
- Medium or small group format
- Numerous individual and group exercises

Module 1: The Trust Imperative

- Appreciate the need for a collaboration in our interdependent society
- Learn the definition and key elements of trust
- Evaluate the consequences of high and low trust within an organization
- Understand the importance of being trustworthy in building trust and rate your trustworthiness
- Receive feedback from others about your personal trustworthiness

Module 2: Collusion

- Understand the dynamic of collusion
- Be able to identify and diagram collusive relationships
- Write a personal story of collusion
- Evaluate the consequences of collusion

Module 3: A Change Of Heart

- Learn the four reasons we engage in collusion
- Identify payoffs and prices from our collusions
- Understand the folly of trying to get others to change
- Learn the two ways of being in our relationships with others
- Experience a change of heart towards others
- Learn and practice the skill of creating safe and trusting conditions

Continued on back

Module 4: Face-to-Face Communication

- Explore the role of communication in interpersonal relationships
- Learn about alternative ways of communicating/influencing others
- Identify your “native tongue” or preferred style of communicating
- Understand the consequences of an absence of dialogue

Module 5: Interpersonal Dialogue: Core Principles

- Understand the definition and meaning of interpersonal dialogue
- Learn a model and the core principles of dialogue
- Understand why mutuality is the “bedrock” of dialogue
- Learn how to create a pool of shared understanding
- Know how to solve problems in a win-win way
- Do a self-assessment of your skills in interpersonal dialogue
- Receive feedback from others regarding your dialogue skills

Module 6: Interpersonal Dialogue: The Steps

- Learn the steps of dialogue
- Practice the skills of mutuality
- Learn and practice various inquiry skills
- Understand the meaning and guidelines of advocacy
- Know how to identify and share your left-hand column
- Practice using the skills of dialogue
- Identify actions to improve your ability to engage in dialogue

Module 7: Harnessing Harmful Behavior

- Learn to confront behavior that fails to meet your expectations
- Understand the importance of discipline and conformity in building trust
- Develop a set of non-negotiables for those whom you lead
- Practice the skill of harnessing harmful behavior
- Apply the skill to back-home situations

Module 8: Strengthening Our Relationships

- Understand the characteristics and consequences of co-dependency
- Know the difference between responsibility for and responsibility to another
- Learn a credo for your relationships
- Understand what you do that weakens others when you intend to help
- Learn the valuing process as a skill to strengthen others
- Evaluate what you do to strengthen others in your relationships
- Understand how contracting can be used to strengthen yourself and others