

PULLING IN THE SAME DIRECTION

THE HIGH TRUST TEAM

*Nurturing a high performance culture of
Trust, Empowerment & Accountability*

*A customised Trust, Empowerment &
Accountability enhancement initiative*
● *from*



YOUR **F.I.R.S.T.** LEARNING & DEVELOPMENT PARTNER
FUTURE-READY - **I**NNOVATIVE - **R**ELEVANT - **S**TRATEGIC - **T**RUSTED

INSPIRING LEADERS, INSPIRED ORGANISATIONS

OVERVIEW

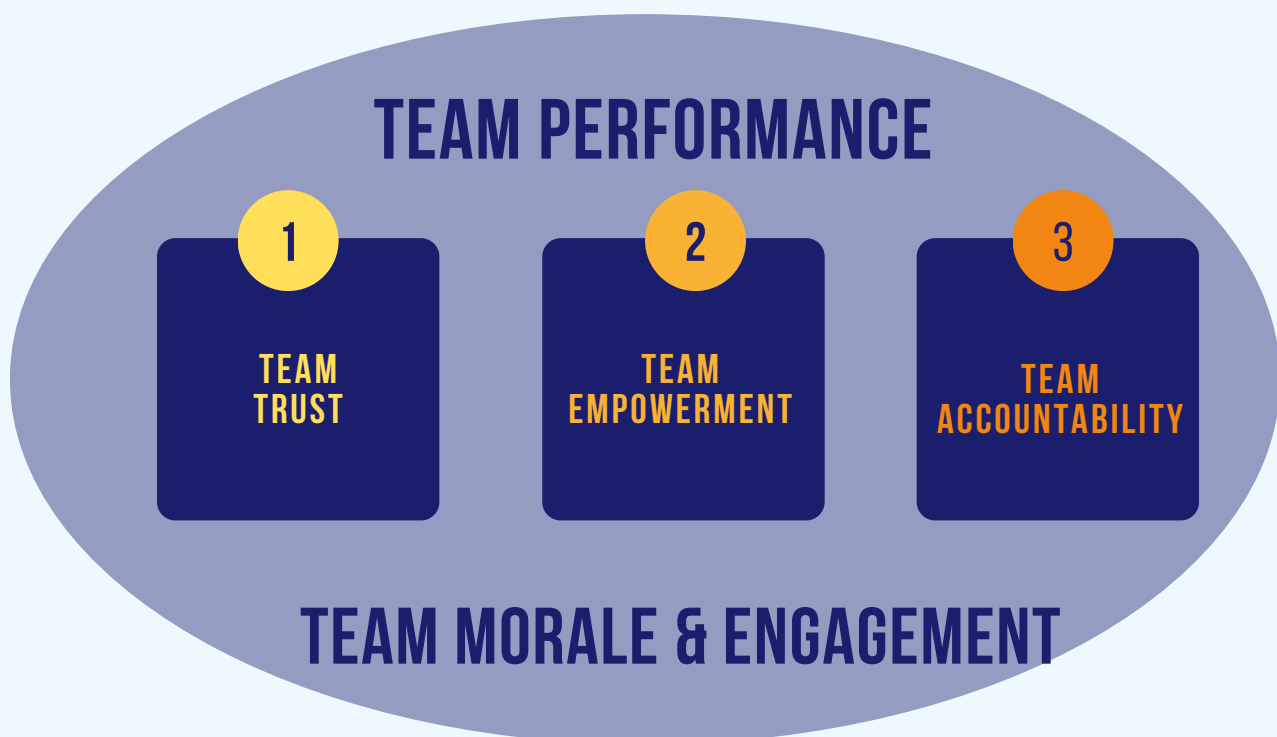
UNLOCK THE TRUE POTENTIAL OF YOUR TEAMS

Leading and managing high performing teams is more challenging than ever. **45% employees say that a lack of trust in leadership is impacting their performance.***

Lower employee engagement coupled with a relentless results-oriented business environment is exacerbated by the modern-day reality of rapid change and disruption.

High performing teams are **F.I.R.S.T.** - **F**uture-Ready, **I**nnovative, **R**elevant, **S**trategic and **T**rusted because their foundation rests of 3 solid pillars - High Team Trust & Psychological Safety, Empowerment and Accountability.

These ensure that positive behaviours are exhibited and reinforced consistently, resulting in high morale, motivation and engagement.



*Edelman Global Barometer Trust Report

WHY TRUST IS ESSENTIAL?

DO YOU KNOW...

PEOPLE WORKING IN HIGH-TRUST TEAMS

- ✓ Are 70% more aligned with their jobs
- ✓ Feel 66% closer to their colleagues
- ✓ Enjoy their jobs 60% more
- ✓ Feel 41% greater sense of accomplishment
- ✓ Depersonalise each other 41% less
- ✓ Experience 40% less burnout from their work
- ✓ Enjoy 11% more empathy for/from their colleagues

Source: <https://hbr.org/2017/01/the-neuroscience-of-trust>

HIGHER TRUST ORGANISATIONS EXPERIENCE

- ✓ 32X greater risk taking
- ✓ 11x more information
- ✓ 6x higher performance

Source: Edelman Global Barometer Trust Report



TEAMS THAT EVOLVE THEIR OWN SOCIAL CONTRACT

- ✓ Enjoy higher levels of trust, empowerment and accountability
- ✓ Spend less time in NORMING and STORMING stages, hence hit the PERFORMING stage much faster.
- ✓ Outperform other teams significantly, in terms of business results, engagement and team morale.



FORGE A HIGH TRUST CULTURE USING A PROVEN SYSTEM

This high trust team programme is highly engaging and experiential, and empowers teams to identify their current trust levels and evolve a practical social contract that enhances the level of Trust through daily behaviours.

Here are 3 key building blocks of our proven system.

IDENTIFY YOUR TEAM TRUST LEVEL & WHAT IT MEANS



LEARN THE 6 AREAS OF TRUST AND HOW TO HARNESS THEM



EVOLVE A SOCIAL CONTRACT



The team co-creates a social contract which empowers people to:

- speak up
- build trust in how they do business
- how they use information
- build trust in their communities and
- build trust with each other

AN EXCITING, EMPOWERING & EXPERIENTIAL JOURNEY

OBJECTIVE: To build, nurture and support high-performance teams

MEASUREABLE OUTCOMES: To confirm the impact of the training, three **KEY RESULTS** will be measured at the start, end and 150 days after the intervention; Trust, Empowerment and Accountability.

FIVE PURPOSEFUL PHASES

PHASE-1: DISCOVERY

STAKEHOLDER DISCUSSIONS
Understand opportunities & obstacles faced by the team

TRUST SURVEY
Identify current level of trust & team psychological safety using 6-ques survey

PHASE-2: DESIGN

DESIGN & DEVELOPMENT
of agenda to ensure that the session meets the needs of the participant team(s) and the organisation

PHASE -3:

DELIVERY OF ONE-Day Workshop
In-person or virtually by experienced Master F.I.R.S.T. facilitator

INDICATIVE AGENDA

- Rapport building game / ice-breaker
- Benefits of high trust, Empowerment & Accountability
- Realise the impact of conversations & how to leverage this to enhance trust, empowerment & accountability
- Understand the current level of trust & team psychological safety
- Trust Primer - review list of simple yet powerful actions that successful teams use to ensure a high-trust culture
- Evolve a social contract that leverages daily behaviours to enhance trust
- Teams select their 30-60-90-120 day goals

PHASE - 4: SUSTAINING THE TRANSFORMATION

REFLECTION REMINDER

Track results of team's 30-day goals

OPTIONAL: HALF-DAY WORKSHOP ONE

- Review social contract and team progress
- Review 60-day goals

OPTIONAL: HALF-DAY WORKSHOP TWO

- Finalisation of social contract
- Review of 90-120 day goals

PHASE-5: IMPACT ASSESSMENT

STAKEHOLDER DISCUSSION
To review results achieved & actions required to help team meet the next developmental or business goals

A CUSTOMISED AGENDA

HI-ENERGY TEAM BONDING ACTIVITY

- Team members get to know each other better
- Team members identify and acknowledge each others' unique strengths
- Driving home the benefits / value of High Trust, Empowerment & Accountability

CONVERSATIONAL INTELLIGENCE

- Understand how conversations shape relationships and the culture
- Types of conversations and their impact on Team Trust
- Activity that helps participants use simple techniques to create inspiring conversations that build rapport, provide clarity & learning

THE FOUNDATION OF TRUST

- Team realises their current level of Trust - using the FOLDAC trust survey. *(Each participant undergoes the 6-question Trust Survey to enable this)*
- Trust-Video: Clarify the factors that impact team trust & psychological safety.

THE TRUST SOCIAL CONTRACT / TEAM DNA GUIDE

- PLAYBOOK PRIMER - Paired activity that helps get members ready to jointly evolve their social contract
- THE SOCIAL CONTRACT - Fun team game that helps team jointly evolve a robust and pragmatic team contract

HI-ENERGY TEAM BONDING ACTIVITY

- Game / Competition that helps team to apply the learnings and end day on a high
- The Way Forward - Team leaves energised, empowered and inspired to act on their social contract

- Above agenda can be adapted for a half-day (in-person, virtual or hybrid) session also.
- Another powerful option is to run this as a half-day session along with LICENCE TO THRILL - our highly sought after team bonding session.

Future-ready. Innovative. Relevant. Strategic. Trusted.



INFLUENCE SOLUTIONS

Inspiring Leaders. Inspired Organisations.

PARTNERING ORGANISATIONS TO INFLUENCE A HIGH TRUST CULTURE

FOR MORE INFORMATION, GO TO
[INFLUENCE-SOLUTIONS.COM](https://www.influence-solutions.com)