

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

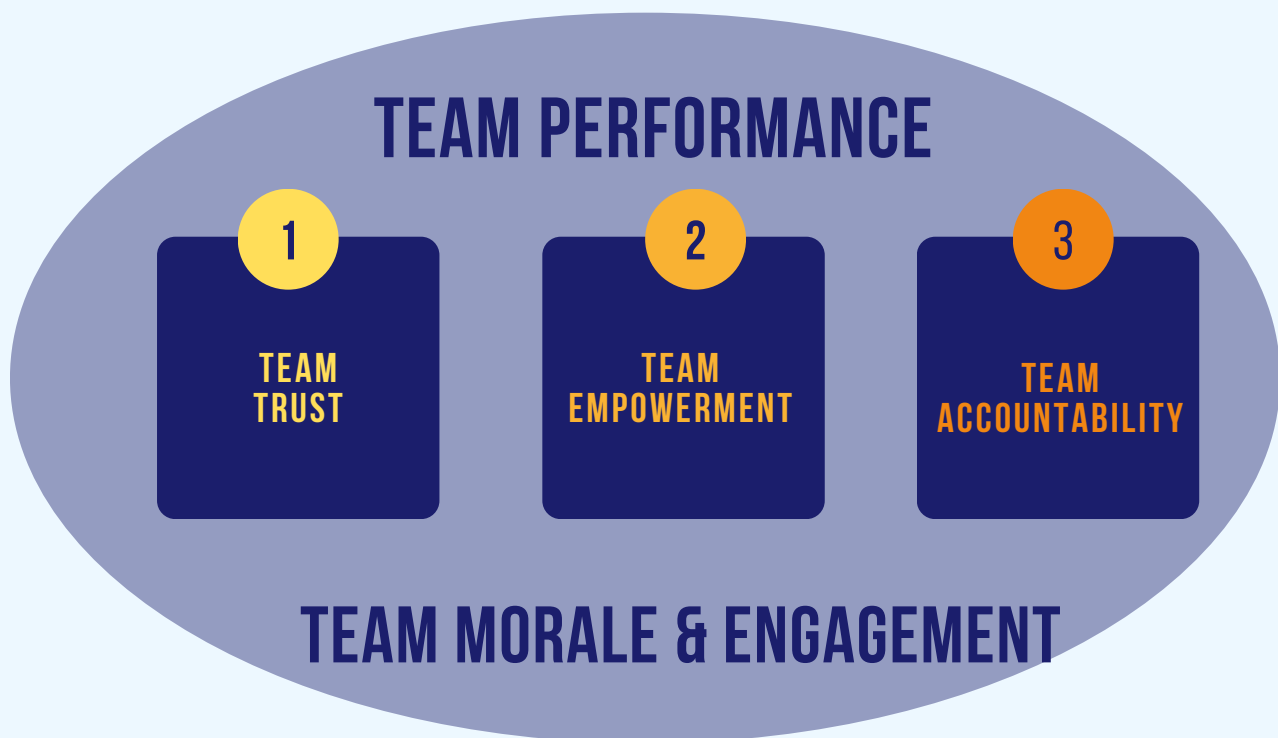
UNLOCK THE TRUE POTENTIAL OF YOUR TEAMS

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. - Future-Ready, Innovative, Relevant, Strategic and Trusted 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

DO YOU KNOW...

WHY TRUST IS ESSENTIAL?

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



RISKS & PROBLEMS OF LOW TRUST

- ✗ High mental stress, low morale, productivity & engagement
- ✗ 22% lower job satisfaction
- ✗ 29% less innovation due stifled ideas
- ✗ 33% decrease in collaboration
- ✗ 40% lower productivity
- ✗ 50% more conflicts
- ✗ People 50% more likely to leave

Source: HBR, Gallup, AMA, Univ of Michigan, Institute of Corporate Productivity & Journal of Applied Psychology

TEAMS THAT EVOLVE THEIR OWN SOCIAL CONTRACT

- ✓ Enjoy high 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

MEASURABLE OUTCOMES

Trust, empowerment and accountability - measured at start and end of the intervention

FIVE PURPOSEFUL PHASES

1

DISCOVERY

Stakeholder Discussions and Trust Survey

- Understand opportunities and obstacles faced by the team
- Identify current level of trust and team psychological safety using a 6-question survey

2

DESIGN

Agenda customised to meet team and organisational needs

3

DELIVERY

INDICATIVE AGENDA (Half-Day workshop)

delivered in-person or virtually

- 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

4

SUSTAINING THE TRANSFORMATION

Reflection Reminder
Track results of team's 30-day goals

Value-added option

Half-Day Workshop One
Review social contract, team progress and 60-day goals

Value-added option

Half-Day Workshop Two
Finalisation of social contract, Review of 90-120 day goals

5

IMPACT ASSESSMENT

- Impact Assessment Survey analysis
- Review results achieved and actions required to help team meet the next development / 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://influence-solutions.com)