

# SPEED OF TRUST<sup>®</sup>

FOUNDATIONS

A ONE-DAY PROGRAM FOR ASSOCIATES AND INDIVIDUAL CONTRIBUTORS

## Trust: Today's Critical, Learnable Competency

Trust is the new currency in today's connected, collaborative world. Contrary to what most people think, creating trust is a learnable skill.

When trust is low, individuals become suspicious of each other, their boss, and of the organization. They guard communication, speculate, and disengage. As a result, productivity grinds to a crawl and costs increase.

When trust is high, communication, creativity, and engagement improve. Productivity speeds up and costs decrease as attention is redirected toward objectives instead of suspicion and frustration.

In the *Speed of Trust*<sup>®</sup> Foundations work session, individuals become competent in using the framework, language, and behaviors that lead to high-trust teams and organizations.

### Everyone contributes to a high-trust organization.

In the *Speed of Trust* Foundations work session, individuals identify and address "trust gaps" in their personal credibility and relationships at work. Using "real work" situations in the work session, participants:

- Practice the 13 Behaviors of High Trust to develop, restore, and extend trust.
- Create a Trust Action Plan to increase personal credibility and influence.
- Practice communicating transparently, respectfully, and directly.
- Identify how to extend appropriate levels of trust with co-workers.
- Improve their track record of keeping commitments through a Peer Accountability Process.



“You may not be able to control everything, but you can influence certain things. Trust starts with you.”

**STEPHEN M. R. COVEY**  
Author, *The Speed of Trust*