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## BUILDING TRUST

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### Training Overview:

How would you rate the level of trust in your organization? Do you feel like you could improve in this area? Would you like to build a more cooperative and supportive work environment?

Trust is one of the key ingredients to building a healthy and successful organization. Without trust, every project takes longer and the organization suffers.

### Building Trust...

- Improves efficiency, productivity, and quality.
- Reduces tension, stress, and conflict.
- Increases employee engagement, morale, and retention.
- Fosters open and honest communication.

This practical and insightful training will help you recognize the essential ingredients for nurturing trust and practical steps you can take when trust is broken.

### Learn How To...

- Define trust and explain its importance to your team.
- Identify common reasons people don't trust one another.
- Build healthy attitudes that foster trust and teamwork.
- Evaluate your options when trust is broken.
- Walk through the steps of reconciliation.

Organizations that develop high levels of trust can achieve great things by working together to attack their problems instead of attacking one another. This makes life better for everyone—including coworkers *and* customers.

*Training includes follow-up by a Strata Account Executive who can provide additional support and information. Other training topics that complement this course include: "Building Teamwork," "Generational Differences at Work," and "Communication & Listening Skills."*



### Full-Day Course Outline:

1. The Value of Trust
2. The C3 Concept™
  - Common Challenges
  - Character-Based Solutions
3. Restoring Trust When Broken
  - Tips for Reconciliation
  - Mapping Possible Outcomes
4. Case Studies
  - Acknowledge the Problem
  - Initiate Contact
  - Express Regret & Listen
  - Seek Reconciliation
5. Bolt Down - Plan of Action

*(Note: an abbreviated course is available as a 100-Minute Workshop.)*

**"People of genius are admired,  
people of wealth are envied,  
people of power are feared;  
but only those of character are  
trusted." —Arthur Friedman**