

BUILDING TRUST

Practical ways to build trust in a team.

THE VALUE OF THIS TOOL



Clarity: Demystify how to effectively build trust in a team (without needing to go on a retreat).



Connection: Strengthen bonds between team members



Performance: Increase the performance of your teams as you build trust and accountability

USE THIS TOOL WHEN

1

You want to become a **high performing team**

2

Trust within the team is **low**

3

Accountability within the team is **low**, which is a result of low trust

4

Relational bonds in the team are under **pressure**

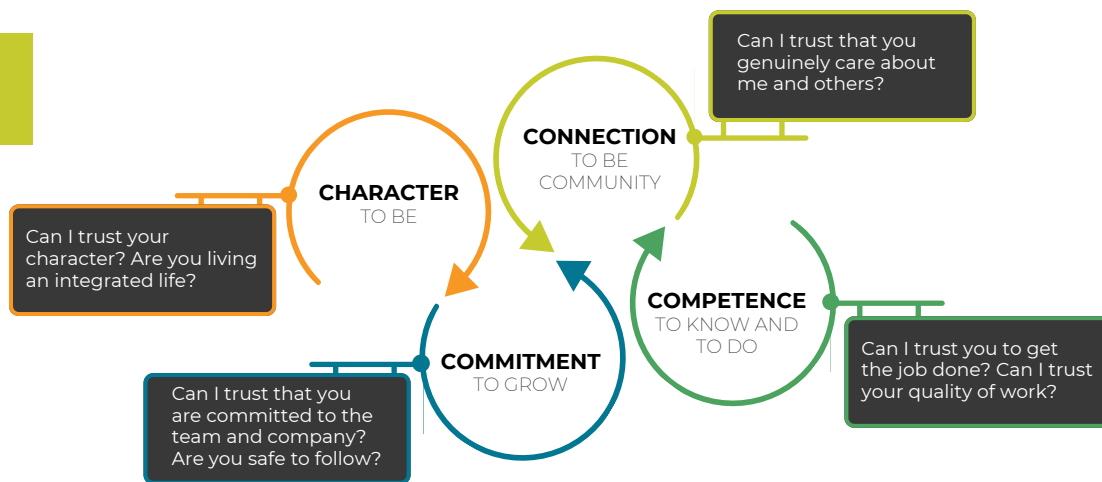
UNDERSTANDING TRUST

THE TRUST BANK

Deposits: Building trust works like a bank account - if you're not intentionally adding to it, it's not going to grow. Intentional deposits increase morale and connection.

Withdrawals: When trust is broken, the bank balance decreases. The lower the balance, the more toxic and uncertain the environment becomes.

THE 4 C'S OF TRUST



THE PROCESS

STEP 1

Select 4 - 5 trust deposits to focus on building

- **Choose from our list or define your own.** Examples are being vulnerable, genuine care, listening first, practicing transparency, confronting reality, taking ownership, constant improvement.

The key is that your team receives your actions as building trust.

STEP 2

Craft action steps for each trust deposit.

- **Make them practical and measurable.** Each individual has to take ownership of the steps they will take, when they will take them and how. For more help developing action steps, refer to the Achieving Milestones module.

See the **Achieving Milestones** module for more on this