



Trusted Advisor Associates LLC –Trust-based Leadership

Trust-based Leadership – Onsite Workshop

A 1-day workshop designed for frontline and middle managers in leadership positions:

- The course can be customized to meet the unique needs of executive teams for building organizational trust.
- The course can be customized to fit your unique industry needs for trust.

Overall Objective: Leaders will know what behaviors build trust and will have applied the behaviors in class.

At the end of the session, participants will be able to:

1. Define the difference between trusting and being trustworthy.
2. Create an environment of trust-based leadership with demonstration of credibility, reliability, intimacy, and self-orientation
3. Analyze the Trust Quotient Assessment to identify personal strengths and areas for trust development.
4. Apply five skills that build trust: listen, risk, partner, improvise, and self-awareness.
5. Implement a personal plan for building trustworthiness.

Pre-work: On-line Trust Quotient Assessment

Included in Course Materials:

- Trust Quotient Assessment, including personalized 20-page report
- (optional) The Trusted Advisor Fieldbook

Length: One-day, 9 hrs including lunch

Topic and Timing Overview

Below is an overview of course topics with timing.

Objective	Topic	Teaching Method	Est. Timing	(Elapsed Timing)
Define the difference between having trust and being trustworthy.	Opening	Partner discussion Large-group discussion	15 min	
	Agenda and Objectives	Lecture	15 min	(30 min)
	Trust Activity	Simulation	45 min	(1 hr and 15 min)
	Break		10 min	(1 hr and 25 min)
Analyze the <i>Trust Quotient Assessment</i> to identify personal strengths and areas for trust development.	Trust Equation	Lecture	10 min	(1 hr and 35 min)
	<i>Trust Quotient Assessment</i>	Self-reflection Partner discussion	15 min 20 min	(2 hrs and 10 min)
Create an environment of trustworthy leadership with demonstration of credibility, reliability, intimacy, and self-orientation	Credibility—What I Say	Lecture Self-reflection Partner discussion	20 min	(2 hrs and 30 min)
	Break		10 min	(2 hrs and 40 min)
	Reliability—How I Act	Lecture Self-reflection Large-group discussion	20 min	(3 hrs)
Create an environment of trustworthy leadership with demonstration of credibility, reliability,	Intimacy	Lecture Large-group discussion Self-reflection	30 min total	(3 hrs and 30 min)

Objective	Topic	Teaching Method	Est. Timing	(Elapsed Timing)
intimacy, and self-orientation	Self-Orientation	Self-reflection Lecture Exercise	30 min total	(4 hrs)
	Lunch		1 hr	(5 hrs)
Apply five skills that build trust: listen, risk, partner, improvise, and self-awareness.	Five Trust Skills	Case Study Group Exercise	45 minutes	(5 hrs and 45 min)
	Earning the Right to Be Right: Listen		30 min	(6 hrs and 15 min)
	Application Listening to Build Intimacy	Lecture Large-group discussion Video Exercise	30 min	(6 hrs and 45 min)
	Break		15 min	(7 hrs)
Apply five skills that build trust: listen, risk, partner, improvise, and self-awareness.	Partner	Lecture Large-group discussion Exercise	20 min	(7 hrs and 20 min)
	Risk	Lecture Large-group discussion	10 min	(7 hrs and 30 min)
	Application Name It Claim It	Exercise	15 min	(7 hrs and 45 min)
	Improvise	Lecture	10 min	(7 hrs and 55 min)
	Application Improvise	Partner activity	15 min	(8 hrs and 10 min)

Objective	Topic	Teaching Method	Est. Timing	(Elapsed Timing)
Implement a personal plan for building trustworthiness.	Know Yourself	Individual action planning Partner discussion	10 min	(8 hrs and 20 min)
	Closing	Large-group review	10 min	(8 hrs and 30 min)

Diagnosics

The Trust Quotient Self-assessment is included for participants in the Trust-based Leadership workshop. It takes 5 minutes to fill out online, and detailed results are available to individuals instantly. Individual results are kept strictly private, but the data are used to create a group profile, which can be compared with the large database of over 25,000 past assessment users.

Sustainment Offerings

Even the very best workshops suffer from a rapid learning fall-off post session, when people get back to their normal work environments. Two powerful ways to protect your training investment are Trust-in-Time Coaching, and the Trust Equation Video series.

Trust-in-time coaching. Participants reach out to coaches only when *they* have a particular issue with their situation. Trusted Advisor Associates coaches respond quickly, usually within hours; discussions last only as long as necessary to address the issue at hand and the most trust-appropriate ways of dealing with it. The result is rifle-shot, efficient, effective coaching delivered only when and where it's needed, by experienced trust experts.

Trust Equation Video series. A 15-module series of 3-4 minute video clips, distributed one per week to all participants. It gives participants get a weekly reminder of key concepts from the program. Clips are short, content-rich, and professionally produced to maximize attention from users, and to trigger recall from the session for nearly four months afterwards.