Leadership Lessons Expectations

• Let's see your whole face on the screen

• Please use your name

• Please mute yourself unless otherwise instructed

• Please eliminate distractions

• Please share when asked

• Please have something to write with
What is TRUST?

• Assured reliance on the character, ability, strength, or truth of someone or something
• Placing of confidence
• Dependence on something that will happen in the future
Trust is also.....

Tangible
Measurable
Learnable
Practiced
TRUST

Truth – factual, not relying on perception

Reliable - consistency, walking the talk, accountability

Understanding - fueled by empathy. Can I walk a mile in your moccasins?

Sincerity - coming from the heart as an example of true caring about another person

Time - developed over a series of moments with proven reliability

A Group Text arrives during the Team Building Exercise.
What does **TRUST** mean to you?

Write the word TRUST on a paper vertically- and describe trust by adding one word by each letter.
Ways to Build Trust

• Smile whenever you meet someone
• If you shake hands, ensure its firm
• Make good eye contact with everyone you engage
• If you make a promise, do everything you can to keep it
• Be honest in your dealings with others
• Never promise more than you can deliver
• If you make deadlines, keep them
• Communicate effectively with others to keep them informed
• Be respectful of the opinions of others
Trust can be defined as a firm belief in the reliability, truth, ability, or strength of someone or something. The definition seems very clear and straightforward.

However, for some of us, actually putting trust into action is the equivalent of climbing Mount Everest with no gear, no supplies, and only one arm!
Trust is something that is irrefutably necessary for the success and happiness of ALL relationships - social relationships, business relationships, or friendships.

1. We are capable of more when we trust
2. We are more authentic
3. Trusting gives us a more positive view of the world
Trust is like an ATM

To withdraw funds, you need to have placed enough in the account
B.R.A.V.I.N.G
The paradigm of building and maintaining trust

- **Boundaries**: Setting up parameters for what you will and won't permit in your life.
- **Reliability**: Knowing that we can be counted on to do what we say and say what we mean.
- **Accountability**: Owning up to our feelings, words and actions rather than blaming others.
- **Vault**: Holding our tongue and only sharing information that is ours to share.
- **Integrity**: Living according to our values.
- **Non-Judgement**: Speaking our truth and allowing for others to do the same without making them or ourselves wrong for it.
- **Generosity**: Assuming that the other person has our best interest at heart.
Copy Cat Activity
IT TAKES YEARS TO BUILD TRUST AND A FEW SECONDS TO DESTROY IT

Things that break trust

- Lack of Attention
- Lack of Interest
- Lack of Communication
- Differences in Viewpoints
- Inconsistency
Breaking someone's trust is like crumpling up a perfect piece of paper. You can smooth it over but it's never going to be the same again.
Trust must be protected!

Trust is the cord that holds people together.
TRUST MUST BE CULTIVATED

Prepare to let Trust grow within you and with others

Add the needed Nutrients of good communication, compassion, respect and honesty

Your relationships will grow deeper roots and hearty hearts

Growing in Trust can feed into other trustworthy relationships
10 most trusted professions

- Scientists: 60%
- Doctors: 56%
- Teachers: 52%
- Armed forces: 43%
- Police: 38%
- Ordinary people: 37%
- Judges: 32%
- Lawyers: 25%
- TV news readers: 24%
- Pollsters: 23%

1/2 countries ranked scientists as most trusted
More than 1 in 3 countries ranked doctors as most trusted

19,587 adults polled in 23 countries in Oct. 2018