# Building Trust Training

Duration: **1 Day**

BILGINC IT Academy
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## Overview

**In this course, you'll examine the steps that encourage trust: asking for input and using it, delegating effectively and more.**

Trust is at the heart of how we act in many business situations and how we approach trust can be vital to our success. In this course, the benefit of trust is explored as is the damage resulting from lack of trust. In addition, you'll examine the three steps that encourage trust: asking for input and using it; doing what you say you'll do; and delegating effectively.

Attendees who successfully complete the Building Trust Training course will receive 5 credits toward any of the following certifications, after course completion.

- SHRM Certified Professional (SHRM-CP)
- SHRM Senior Certified Professional (SHRM-SCP)
- HRCI Associate Professional in Human Resources® (aPHR®)
- HRCI Professional in Human Resources® (PHR®)
- HRCI Senior Professional in Human Resources® (SPHR®)

**Who Should Attend?**

Managers and leaders who want to encourage a positive workplace culture by building trust as a significant part of the overall business strategy.

## What You Will Learn

Upon successful completion of the Building Trust Training course, you will be able to:

- Identify and model behaviors that solicit trust in others.
- Understand the needs of others when giving trust.
- Create a climate of communication.
- Increase employee trust, productivity, and morale.

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## Outline

**Module 1: Foundations of Trust**

- Three Fundamental Interpretations
- Instinct
- Past Experience
- Current Experience
- Mutual Understanding
- Tips for Working on a Team

**Module 2: Consequences of a Lack of Trust**

- Why People Don't Trust
- What Happens When You Don't Trust
- Consequence 1: A Lack of Commitment
- Common Responses to Commitment and Trust Queries
- Consequence 2: Lower Employee Satisfaction
- The Revolving Door Syndrome
- Consequence 3: A Lack of Open Communication
- Steps for Improving Service
- Project Team
- Consequence 4: Empty Words and Unrealistic Images
- Make People Your Most Important Asset!

**Module 3: Three Steps for Encouraging Trust**

- Action Plan for Encouraging Trust
- Step One: Ask for Input and Put It to Use
- Step Two: Do What You Say You'll Do!
- Step Three: Delegate Effectively
- Summary