

Do you go to a doctor you don't trust? What about a car mechanic or hair dresser? Trust is so fundamental to our daily lives, that we take it completely for granted. We make daily decisions, often sub-consciously based on trust. When we drive we trust the other drivers to stop at a red light. Arriving on time or not for a meeting because you trust other people to be on time, or trusting someone will follow through or not!

What happens when you don't trust? You slow at lights and are a tentative driver, you double check that things have been done- you might instigate multiple process and forms to have others double check others processes!

The relationship between "high trust" and superior productivity is intuitive and has been experienced by all of us. As has the reverse, distrusting relationships characterized by fear and blame. Low trust relationships correlate highly with staff turnover, low morale and reduced productivity.

**MISTRUST DOUBLES THE COST OF
DOING BUSINESS**

Professor John Whitney- Columbia Business School

It seems extraordinary to suggest that mistrust could actually cost money, until you think about all the things that you or your management do because of mistrust. This is illustrated perfectly by the story of Warren Buffet purchasing-McLane Distribution (a \$23 billion company). Typically a merger of this size would take several months and cost several million dollars to pay for accountants, auditors and attorneys to verify and validate all of the information. Because both parties had high trust, the deal was made in one two-hour meeting and a handshake in less than one month it was complete.

High trust, high speed, low cost.

How much productivity does your organisation, your team, you put into mis-trust? New research allows us to quantify both the 'dividends' and 'taxes' of trust. It is possible to learn specific principles and behaviours that you can apply on a daily basis to build your ability to trust and others ability to trust you.

Applying these principles to your daily behaviour will increase people's ability to trust you and will increase your own potential at work, as well as your team's and ultimately your organisations. On a personal level you will feel better about your work, there will be less need for mistrusting activities, more time to participate with your work in ways that are meaningful and productive and in line with your goals.

Key Competencies

- ✓ Understand how to nurture and inspire trust in every encounter.
- ✓ Learn the core principles of trust and use a tool to find the 'sweet spot'
- ✓ Understand the threads of trust and how they intertwine in every relationship and their flow on effects.
- ✓ Ability to calculate your own trust relationships- using Maisters algorithm and Covey's 'Trust Account'.
- ✓ Learn how to conduct self-assessment to build, mediate, repair your relationships.

HOW WILL PARTICIPANTS LEARN?

This is a one day training course. It is very experiential, with lots of examples and practice. All exercises have been designed for the business environment. They are non-threatening, non-confrontational and do not involve personal disclosure.

Participants leave with practical tools, techniques and skills that they can utilise immediately and a personal development plan to help build and monitor specific trust behaviours. Trust skills require on-going practise, a weekly guide is provided for participants who want to deepen their experience and really make a difference to all their relationships.

- ↳ Interactive presentation
- ↳ Case Studies
- ↳ Group Discussion
- ↳ Lots of skill practise

WHAT PARTICIPANTS RECEIVE?

- ↳ Weekly guide for ongoing skills development.
- ↳ Individual Development Plan

COURSE OUTLINE

- Covey's "Cores of Credibility"- how do people know they can trust you?
- Maisters Trust Equation, Covey's Trust Account- where are you really?
- Key Behaviours that 'prove' trust at every encounter
- The 'Sweet Spot'- what are you aiming for?
- Listening and its friend empathy- where are you when that's happening?
- Integrity, do we really know what that means? Your intent is key.
- What if your trust account is in massive debt, or you make a withdrawal?

UPP Group Program Development

Programmes have been designed and developed by Dr Russ Harris and Claudette Foley. Dr Harris is a recognised world authority in acceptance and commitment training and has written a best selling self-help book in Australia: "The Happiness Trap". Ms Foley has over 20 years business consulting experience and has spent the past 6 years counselling and coaching.

This combination of psychology and business skills ensures that these unique programmes are scientifically sound, evidence based, as well as being absolutely relevant and accessible to the business world. They have been specifically designed to assist organisations develop their people in meaningful ways that contribute positively to the individual whilst also impacting bottom line drivers. UPP Group bring specific tools and techniques to the business world, that up until now have only been available one to one in a counselling room. These techniques have been modified to ensure that they are non-threatening and do not require public disclosure whilst remaining very powerful and transformative for the individuals in all facets of their life.

All facilitators are professionals psychologists/counsellors, with organisational understanding and experience to ensure maximum contribution and outcomes for participants.