

Time Allocation - Topics

15% Understand the business case for trust- why it is important to pay attention to trust dynamics in the workplace.

- How change impacts trust, employee engagement, and performance.
- What you can do to effectively navigate and minimize the negative consequences of change.

20% Develop a shared understanding and a common language of trust.

- What trust means and the 3 types and 16 behaviors that build it.

20% Learn how trust is linked to employee engagement, performance and change.

- The behaviors that support employee engagement, improve performance and the organizations ability to adapt quickly to changing market conditions.

5% Understand behaviors that break trust and how they get in the way of results.

- The subtle and unintentional ways trust is broken and what you need to be aware of.

20% Learn how to rebuild trust to re-engage people, strengthen performance and develop skills to successfully navigate change.

- The seven steps to rebuild and sustain trust and navigate change.
- Learn to eliminate trust busters and overcome obstacles to getting work done.

20% Gain Trust Building skills to drive engagement, improve performance and successfully navigate change.

- Learn how to measure and monitor trust within your team or with you as a leader with research based surveys.
- Learn a practically proven approach so that your organization becomes a place where people WANT to produce!

Focus

Primary - Leadership Development

Adaptability, Communication, Creativeness, Developmental Perspective, Empathy, Interpersonal Relations, Judgment, Motivation

Secondary - Planning/Organizing

Decision Making, Use of Authority, Delegation, Direction, Coordination, Guidance, Discipline, Evaluation

Tertiary - Executing/Controlling/Evaluating

Problem Identification, Analysis, Evaluating Alternative Solutions, Developing Specific Plans, Generate and Obtain Plan Support

Level

Introductory

Intermediate

Advanced

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