

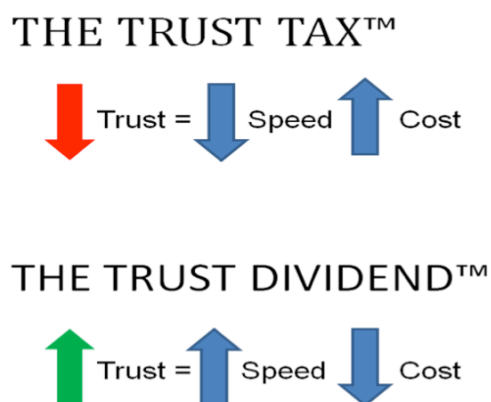
## The High Trust Team

Stephen R Covey (author of the famous '7 Habits of Highly Effective People') entrusted his son, Stephen M R Covey, with the role of CEO of his organisation, the Covey Leadership Center. Within 3 years the sales nearly doubled and profit went up over 1,200 percent. How was this accomplished? **In a word – trust.** Covey junior has carefully documented how this was achieved in his book *The Speed of Trust*.

We kind of instinctively know this makes sense. When we work in a high trust environment things get done **quicker** and **more easily**. There is less conflict, less back-biting, less 'politics' and more time spent on value-adding activities.

When we **don't have trust** we can say and do the right things and people will still analyse every word and spin our message no matter how much effort we put into perfecting our communication. When we **have trust** however, we can make mistakes and even say the wrong thing and people will overlook it and still support us, the team and the organisation.

Covey advocates that trust is not just a nice-to-have "social virtue" but a measurable, economic driver that **impacts performance and stakeholder value**. He states that without trust we pay a **tax** which costs us and slows us down. Conversely, with trust, we gain a **dividend** which speeds things up and reduces cost.



*"Our distrust is expensive"*

Ralph Waldo Emerson

Work Vitality delivers a proven programme, based on the principles and behaviours described by Covey, to develop a **High Trust Team**. Trust is the fuel that will super-charge a team to success. Do you know a team that would thrive with high trust?

## Programme Outline

### Workshop 1

*What is trust? What does it mean to us? Where are we now? Where do we want to be?*

By the end of this session you will..

1. Have assessed and agreed on the **current trust tax or dividend** for your team
2. Used the '**world class trust**' model from *The Speed of Trust* to agree whether this is where you want to be and what that will look and feel like in your reality
3. Have agreed which of the '**13 Behaviours**' you want to focus on to meet the level of trust you want and described how you will know you are sticking to them

#### ***Ahead of the session***

During the week prior to the workshop, you will be 'switching on the radar' to scan the level of trust in the team. With a keen sense of awareness, you'll be noticing behaviour (your own and others!), language, systems, procedures and policy and taking individual observations as to their impact on trust. You'll be provided with a trust tax/dividend check sheet to help with this. Collect any information you think relevant to trust – thoughts, feelings, observations – there is no right or wrong, it is simply your perception. You may wish to discuss your observations with others, or you may decide to save them for the workshop – it might be more fun and revealing that way!

### Workshop 2

*Trust in action: How to sustain and monitor it, building it into your team's everyday work*

By the end of this session you will..

1. Have shared your experiences so far of developing a high trust team and **reviewed progress** against the results you want
2. Have given each other some **great feedback** and begun the habit of giving and receiving feedback effectively
3. Agreed how you build a review of trust into the pattern of work, how you will check progress and **ensure trust is sustained**