



THE TRUST FACTOR: CREATING WIN/WIN RELATIONSHIPS

*Dramatically increase your effectiveness with others
as you learn the principles and skills of trust and
interpersonal dialogue*

*“...for trust is at the
core of all business
activity; virtually all
economic activity is
carried out by groups of
people who depend on
each other.”*

-Robert Bruce Shaw,
Trust in the Balance

Audience:

- › Supervisors, managers and leaders
- › All employees

Delivery:

- › Two or two-and-a-half days, or
- › Modules delivered in three to four hour segments over several weeks

More Information:

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When trust is absent, relationships are characterized by an adversarial attitude: me vs. you; us vs. them. Rather than goodwill, there are deep and hidden animosities. Respect is lost and our performance is compromised as our energies go into manipulation and protection rather than working together towards a shared vision.

We believe that the most successful organizations of the 21st century will be those that know how to create a climate of trust and goodwill among their employees; a climate in which people feel safe and have the skills to speak openly and work through differences in positive ways.

What You Will Gain:

In this program, you will learn how to interact with others in ways that build trust and win/win outcomes. Specifically, you will:

- › Learn the core elements of trust.
- › Identify how we engage in collusive, weakening patterns of relating to others.
- › Learn how to break out of collusive patterns.
- › View others in a way that promotes unity, trust and goodwill.
- › Understand how to create safe and trusting conditions in which people can be open and honest.
- › Learn how to surface and resolve hidden animosities and resentments that prevent good working relationships.
- › Know how to use skills in interpersonal dialogue to build a pool of shared understanding before solving problems.
- › Develop the ability to confront poor performance and behavior problems.
- › Commit to interacting with others in strengthening rather than weakening ways.

Structure and Format:

The Trust Factor consists of eight modules that are delivered in either a two-day format or over a number of weeks. The training comes alive as you participate in experiential exercises and role-playing that help you internalize the principles and skills that are taught.