Are your leaders building trust to involve employees for better results? Drawing on five years of research, Interaction Associates has made a conclusive correlation between high levels of trust and high performance in organizations. Building trust goes hand in hand with improved business outcomes, involved employees eager to contribute, and a healthier bottom line.

Trust is a decision to empower others, not an inherent trait. Further, leaders who have made the decision to build trust can learn specific behaviors that increase trust in their relationships with employees, colleagues...in fact, throughout the organization.

In creating The Dynamics of Trust, Interaction Associates has drawn on more than 40 years of experience in developing the behaviors that have the highest impact on trust.

**BENEFITS FOR THE ORGANIZATION**
The link between high levels of trust and high levels of business performance means organizations that ignore trust-building behaviors miss a huge opportunity to create successful outcomes for their enterprise.

Introducing your leaders to the very specific behaviors that impact trust will help you accomplish:

- Rapid adaptation to change.
- Retention of key employees.
- Creation of an involvement culture.
- Increased accountability and commitment to a shared vision.

**WHO SHOULD ATTEND**
Leaders and managers who are responsible for delivering business results through others, and change agents who need to create stronger relationships during times of transition.

**HOW PARTICIPANTS LEARN**
The Dynamics of Trust is a two-day experiential workshop. Participants explore Interaction Associates’ five years of trust research in depth. In addition, they assess the trust environment and trust enablers in their own organizations, and learn skills to increase transparency, predictability, and capability – three levers to building trust.

This workshop can be customized to address company-specific challenges to workplace trust. Portions may be customized for delivery via virtual instructor-led training.
**LEARNING OBJECTIVES**

Participants will be able to:

- Describe how trust contributes to business results.
- Identify the conditions necessary for trust to thrive.
- Practice specific trust-building behaviors and skills that increase transparency, predictability, and feasibility of success.

**AGENDA**

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**Past Experience (Predictability)**

- • Building Agreements
- • Dimensions of Success and Measures
- • Levels of Reflection
- • Left-Hand Column
- • Trust Assessment (“Facilitating Trust”)

**Aligned Purpose (Transparency)**

- • The Big Picture
- • Helping Others Through Transitions
- • Levels of Involvement
- • Taking It Home

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**Interaction Associates** is an innovator helping global organizations build collaborative cultures and achieve excellence in a new measure of ROI — Return on Involvement — where employees go “beyond engagement” to share responsibility for business results. We develop leaders at all levels and focus on building proficiency in collaboration, strategic thinking, and self-awareness. With offices in Boston and San Francisco, our services include organization-wide consulting, learning solutions, and coaching. For more info: www.interactionassociates.com