



A critical factor for your team's success is to build (and sustain) an environment of TRUST across all aspects of the business.

# A team's success is built and sustained through an environment of TRUST

Part I - Crucial learning and tools to support YOU, as the Leader, and each of your team members

- **TRUSTWORTHINESS**
  - (i) A modified Trust Equation (Green/Maister)
  - (ii) The Trust Matrix (Stephen M R Covey)
  - (iii) Trust Affects Perceptions (Mike Cameron)
- **PRIMING FOR TRUST** based on Judith E Glaser's Conversational Essentials
- **COACHING Your Team** based on effectively applying those skills

# A team's success is built and sustained through an environment of TRUST

Part II - Crucial learning and tools to support YOU, as the Leader, and each of your team members

- **CONVERSATIONAL ESSENTIALS** (Judith E Glaser)
- **EMOTIONAL INTELLIGENCE** (Daniel Goleman)
- **MANAGEMENT COMPETENCY** (Mike Cameron)

# TRUSTWORTHINESS

The word **TRUST** is used to:

- ❖ Interpret what people say.
- ❖ Describe behaviours.
- ❖ Decide if one feels comfortable sharing information.
- ❖ Indicate whether one feels other people have our interests at heart.

# THE TRUST QUOTIENT for TRUSTWORTHINESS

A modified version of the Green/Maister Trust Equation

$$TQ = \frac{B + D + R}{S-I}$$

**TQ = TRUST QUOTIENT:** A measure of an individual's trustworthiness

**B = BELIEVABILITY:** The quality of being able to be believed; credibility

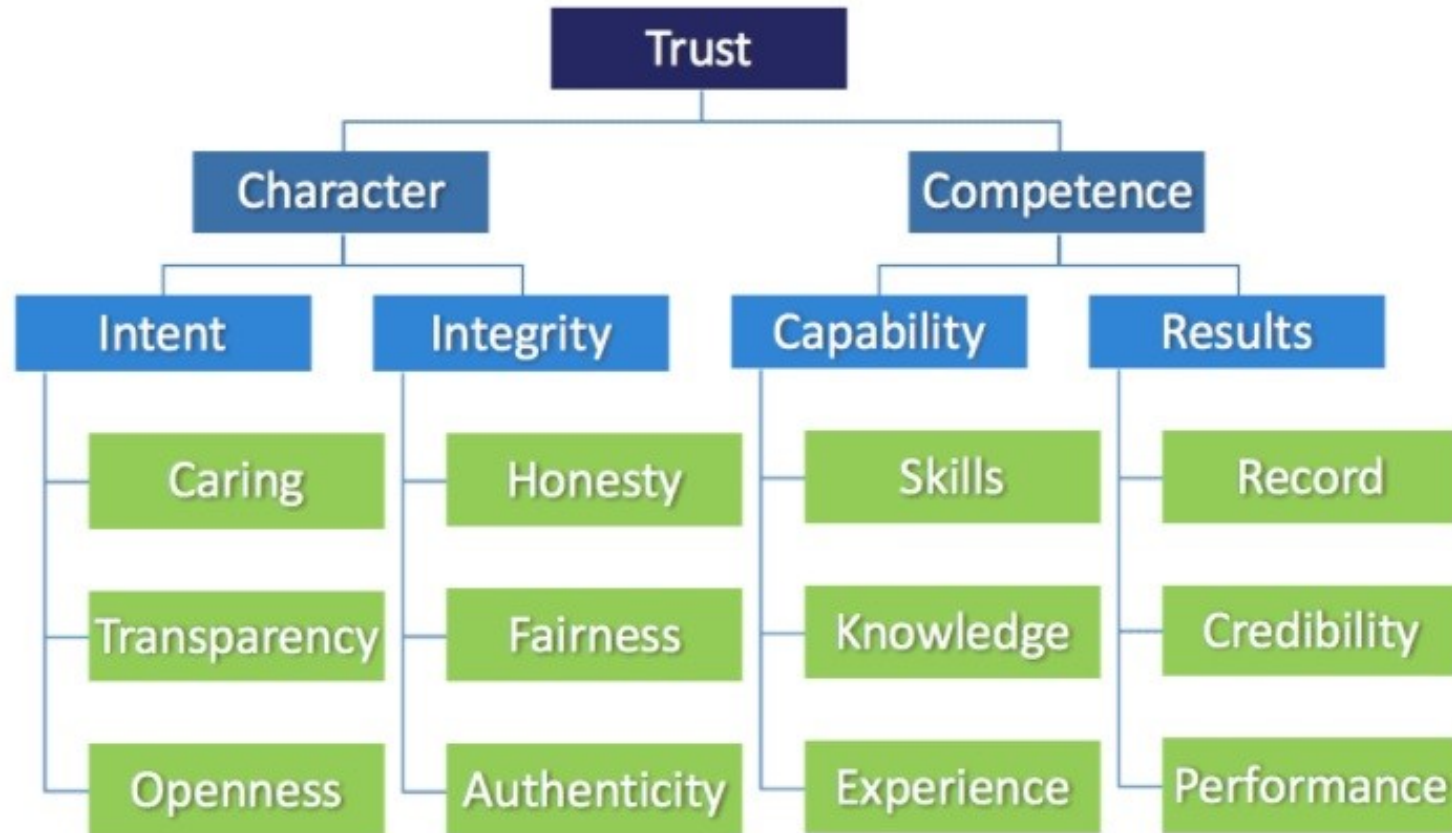
**D = DEPENDABILITY:** The quality of being trustworthy and reliable

**R = RELATABILITY:** The quality of being easy to understand and feel connected to

**S-I = SELF-INTEREST:** One's personal interest/advantage, especially when pursued without regard for others

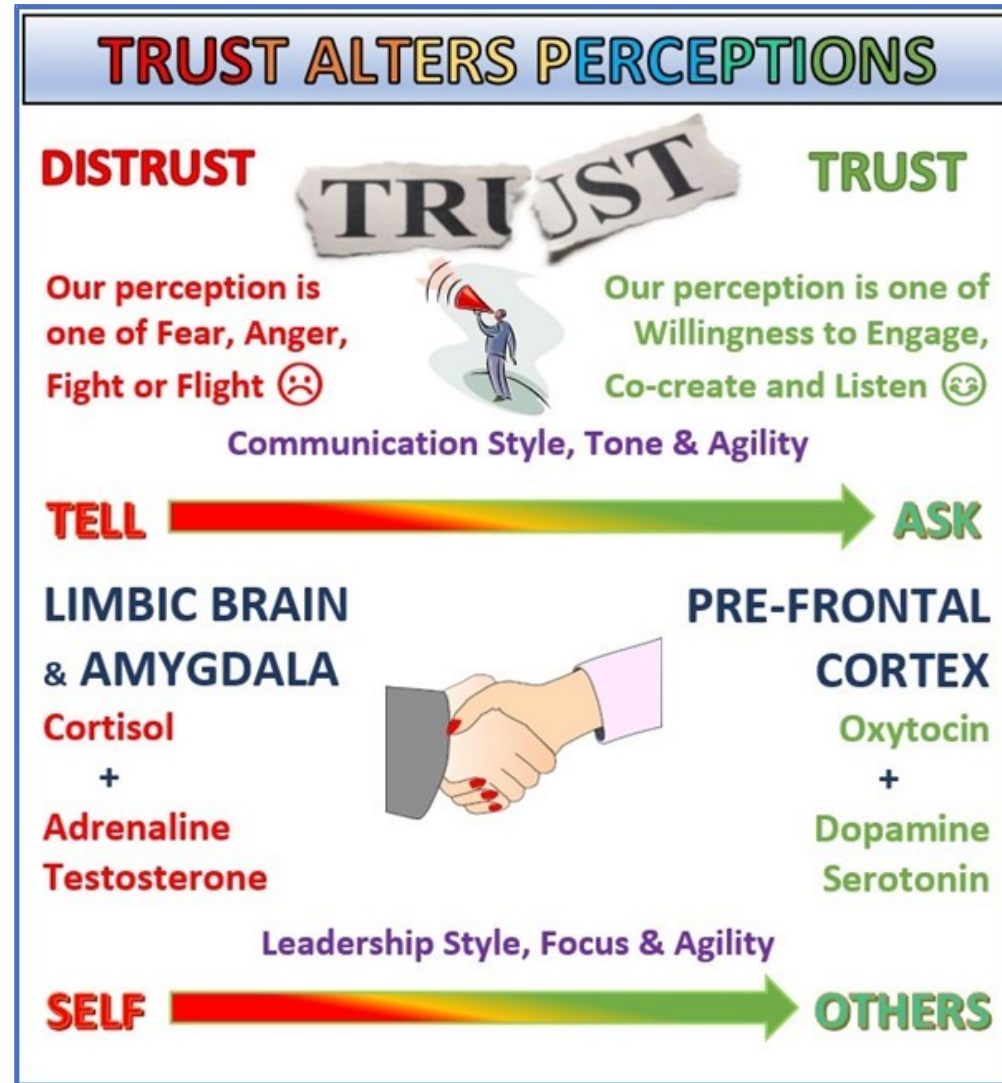
# Stephen Covey's Trust Matrix

*The Speed of Trust*



Courtesy: From the book *Speed of Trust* by Stephen M R Covey

# HOW TRUST ALTERS PERCEPTIONS



Mike Cameron  
Melbourne 2021

# Conversational Essentials

- ❖ **Being Open to Influence.**
- ❖ **Priming for Trust.**
- ❖ **Asking Questions for Which You/We Have No Answer.**
- ❖ **Listen to Connect, Not Judge, Confirm or Reject.**
- ❖ **Sustaining Conversational Agility.**
- ❖ **Double-clicking.**

Courtesy: Judith E Glaser – Conversational Intelligence®



# Priming for TRUST



**T**RANSPARENCY



**R**ELATIONSHIP



**U**NDERSTANDING



**S**HARED SUCCESS



**T**RUTH TELLING

Courtesy: Judith E Glaser – Conversational Intelligence®

# COACHING

Understanding the value and applying those skills

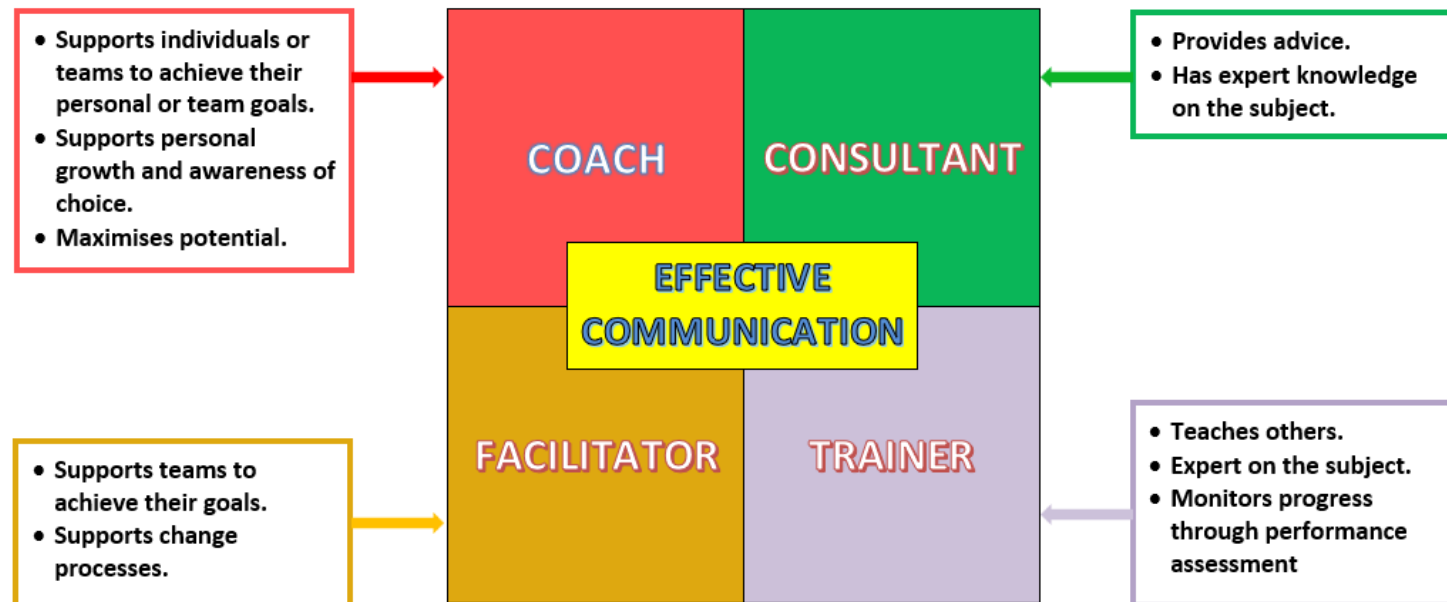
**Task Master** or **Coach**: which one are YOU?

- ✓ Great Leaders coach their people.
- ✓ According to a recent survey, Coaching is the top desired skill for Front-line Managers.
- ✓ Coaching is the most critical skill that every Leader needs to acquire in order to ensure their team's empowerment and advance their own career in the process.

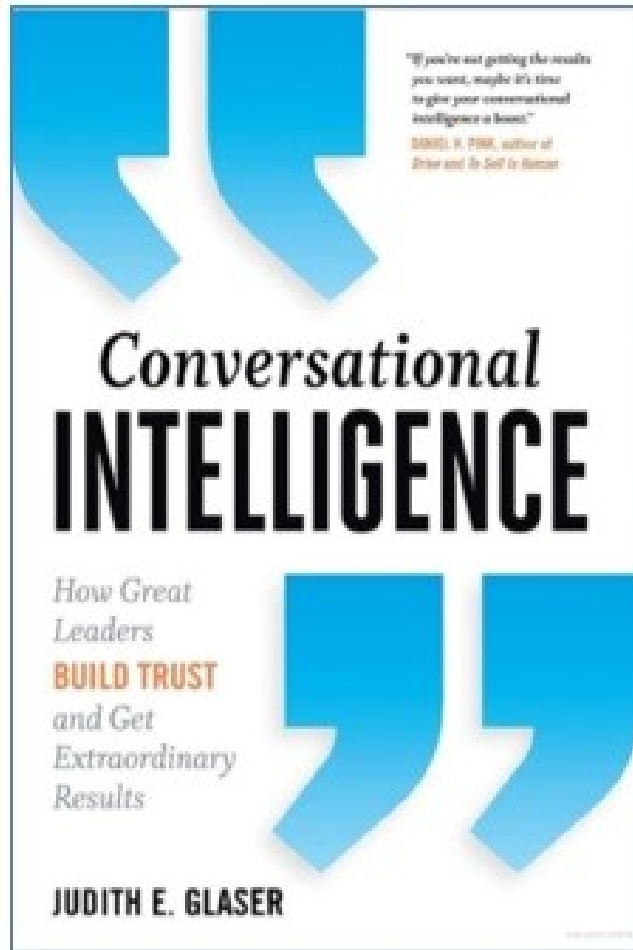
# COACHING

Understanding the value and applying those skills

## THE COACHING QUADRANT



# Conversational Intelligence®



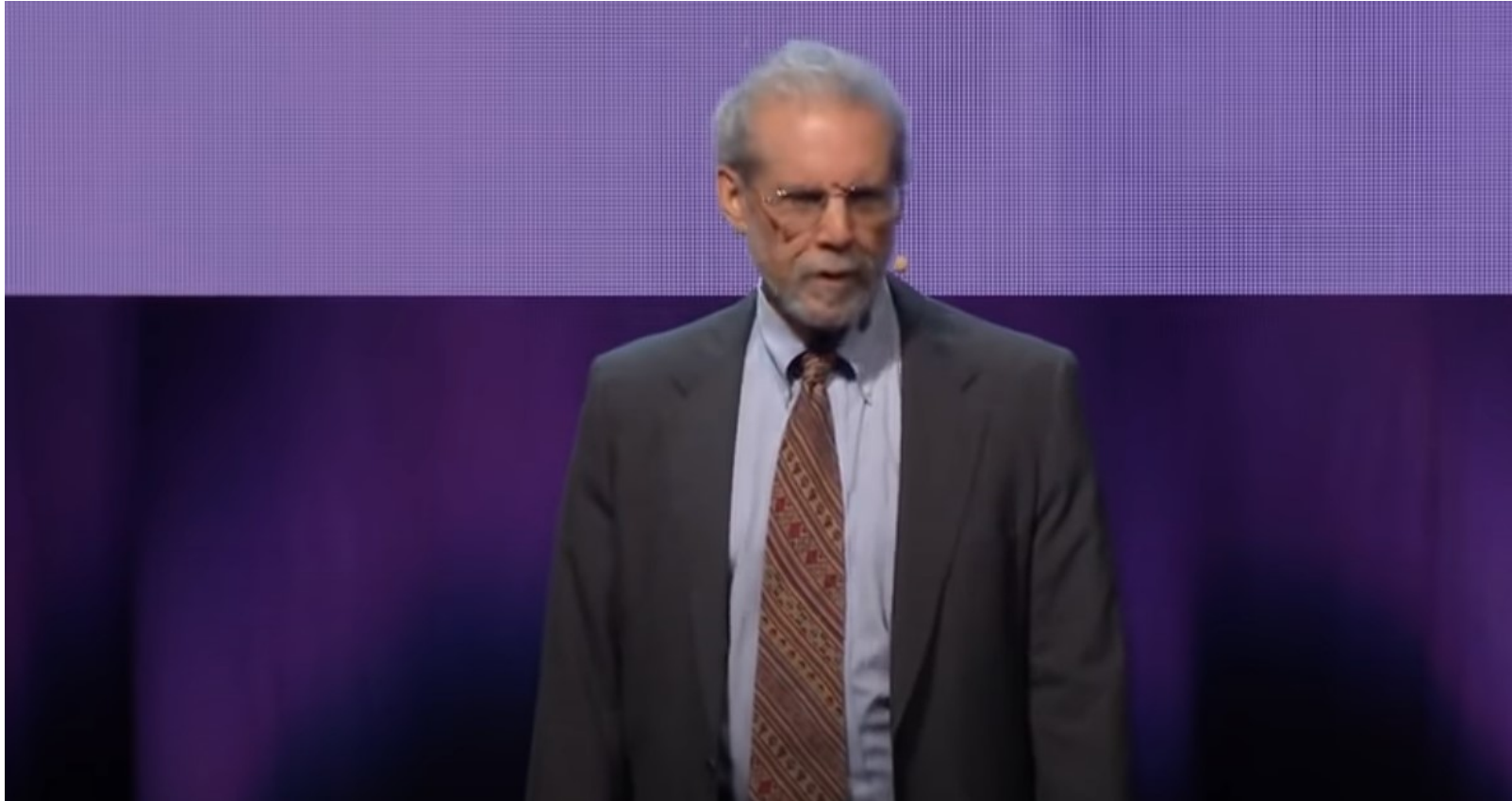
Author and organisational anthropologist, Judith E Glaser referred to Conversational Intelligence® as the key to success in life and business.

<https://www.youtube.com/watch?v=vos2HyWn0XI>

*Conversational Intelligence : How great leaders build trust and get extraordinary results* (2014) clearly defined, and articulated, that it's not about how smart you are, but how open you are to learn new and effective, powerful conversational rituals that prime the brain for trust, partnership and mutual success.

**I recommend that you read this amazing body of work.**

# Strategies to become more Emotionally Intelligent



<https://www.youtube.com/watch?v=pt74vK9pgIA>

Daniel Goleman  
YouTube 2017

# Emotional Intelligence

❖ **SELF-AWARENESS**

❖ **SELF-REGULATION**

❖ **MOTIVATION**

❖ **EMPATHY**

❖ **PEOPLE SKILLS**

These elements fall into one of two groupings.

**Intrapersonal Intelligence**

(turned inward, understanding and managing oneself)

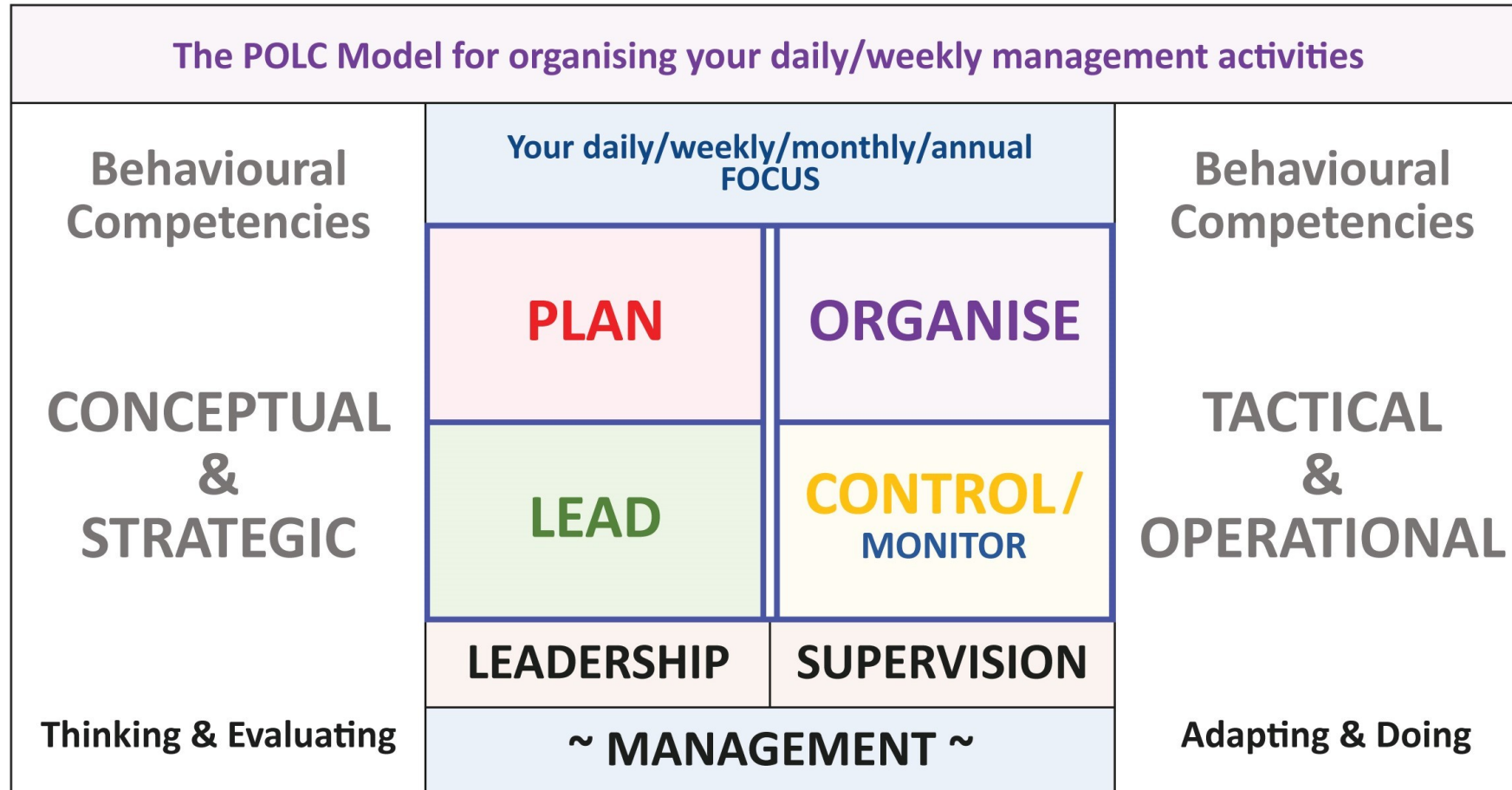
and

**Interpersonal Intelligence**

(turned outward, interacting with others)

Courtesy: Daniel Goleman

# Management Competency



Adaptation by Mike Cameron

# CONCLUSION

I hope that YOU now have a clearer understanding about how to build (and sustain) an environment of TRUST across all aspects of your business.

Implementation of the following 'takeaways' are essential if you wish to support your team's future success and advance your own career.

- \* ESTABLISH TRUST and ENCOURAGE TRUSTWORTHINESS
- \* UTILISE THE 6 CONVERSATIONAL ESSENTIALS and PRIME FOR TRUST
- \* APPLY EMOTIONAL INTELLIGENCE and RESILIENCE
- \* USE OPEN, TRANSPARENT and EFFECTIVE COMMUNICATION
- \* BECOME A GREAT COACH
- \* ENJOY YOUR LEADERSHIP ROLE and KEEP LEARNING

GOOD LUCK & STAY SAFE 😊



# THANK YOU

