Building Trust

In an era of cut-throat competition and unforgiving deadlines, compromises might be made that shouldn't have been. This course will help leaders how to take the right actions to build and maintain trust with customers. After all, faith may move mountains, but it is trust that helps one climb the mountain.

Your People define what you stand for

Trust between organizations is built between the people on both sides, Therefore, building and maintaining trust based relationships with customers is pertinent for the success of an organization

Key Takeaways

- Establish the importance of building trust with your clients
- Understand the key behaviors that impact trust
- Interpret various relationship styles
- Employ power maps to leverage interpersonal dynamics
- Apply learning and analyze participants' actions in a simulated environment

TRUST *Simulation*

This simulation is designed to help participants explore ways of building trust with external stakeholders. The participant plays the role of an account manager who can win the next contract only by reaching a certain level of trust between the client and the participant's virtual team.

Course Outline

- Meaning of trust in the workplace
- Trust Equation™
- Types of relationship styles
- Flexing one's style to build trust
- Creating and using powermaps.
- Simulation play and debrief session

Competencies Covered

- Building Trust
- Relationship Styles
- Understanding Networks

Learning Format

ILT (WORKSHOP)

VILT (WEB BASED)

SELF-PACED COURSE

Who should attend?

- Individual Contributors
- First Time Managers
- Firs Time Leaders

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