



Leading at the

# **SPEED** OF **TRUST**

## Two-Day Outline

	SECTION	PARTICIPANTS WILL BE ABLE TO:
DAY 1	<b>THE CASE</b> FOR TRUST	<ul style="list-style-type: none"> <li>Quantify the specific “Trust Taxes” that are affecting their current projects and initiatives.</li> <li>Identify the behaviors that slow speed and increase costs in their work environment.</li> <li>Learn the three dimensions of creating trust.</li> <li>Create a customized plan to close the trust gaps that are impacting their team.</li> </ul>
	<b>SELF TRUST</b> THE PRINCIPLE OF CREDIBILITY	<ul style="list-style-type: none"> <li>Take responsibility for increasing their own personal credibility, and model trust through character and competence.</li> <li>Clarify the specific reasons they can be trusted.</li> <li>Practice the critical leadership skill of declaring intent.</li> <li>Create an action plan to increase personal credibility.</li> </ul>
	<b>RELATIONSHIP TRUST</b> THE PRINCIPLE OF BEHAVIOR	<ul style="list-style-type: none"> <li>Identify the <i>Counterfeit Behaviors</i> that create low trust.</li> <li>Practice the 13 Behaviors that are foundational to every high-trust culture.</li> <li>Practice key conversations to build trust with new and existing employees (Develop Trust Talk); and repair trust when it has been lost (Restore Trust Talk).</li> </ul>

The ability to develop, restore and extend trust with all stakeholders is the key leadership competency of the global economy.

STEPHEN M. R. COVEY  
Author, *The Speed of Trust*

# Two-Day Outline

SECTION		PARTICIPANTS WILL BE ABLE TO:
DAY 2	<b>RELATIONSHIP TRUST</b> , cont'd THE PRINCIPLE OF BEHAVIOR	<ul style="list-style-type: none"> <li>Learn how to engage disengaged employees by practicing the defining skill that turns good managers into great leaders.</li> <li>Know how to extend <i>Smart Trust</i> when there is risk.</li> <li>Create an action plan to increase trust in key relationships.</li> </ul>
	<b>ORGANIZATIONAL TRUST</b> THE PRINCIPLE OF ALIGNMENT	<ul style="list-style-type: none"> <li>Identify the symbols of trust that affect speed and cost in the organization they lead.</li> <li>Define actions to improve their team's weakest systems and processes</li> <li>Implement an engaging process that will help them create and lead a committed, high-performing team that is accountable for results.</li> <li>Create a plan to increase trust within their organization.</li> </ul>
	<b>MARKET TRUST</b> THE PRINCIPLE OF REPUTATION	<ul style="list-style-type: none"> <li>Assess the reputation of their team from the perspective of their most critical stakeholder.</li> <li>Focus on the skill of cross-team collaboration.</li> <li>Create action plans to increase their team's credibility.</li> </ul>
	<b>SOCIETAL TRUST</b> THE PRINCIPLE OF CONTRIBUTION	<ul style="list-style-type: none"> <li>Understand how their personal credibility and the team they lead affects their larger organization and community.</li> <li>Engage in the 52-week sustainment process using the <i>Speed of Trust</i> Digital Coach app.</li> <li>Complete the Leader Accountability Plan to integrate learning and application into their real work after the session.</li> </ul>

As a result of attending Leading at the *Speed of Trust*, participants will better manage change and lead high-performing teams that are agile, collaborative, innovative and engaged.



For more information about FranklinCovey's Leading at the *Speed of Trust*, contact your client partner or call 1-888-705-1776 to be put in touch with someone in your area.