Building Trust in Teams

Program Outline

Building Trust in Teams

In the modern workplace, often a team (whether built from scratch or inherited by a manager) experiences what is referred to as the 2D Challenge aka the Dispersed and Diverse Challenge. It's not always easy to develop a team culture that respects people working from different locations and possibly different time zones, each with challenges unique to their work setting. Modern teams are also diverse with members belonging to different nationalities and cultures. They may speak different languages and have varied backgrounds.

Remote and hybrid teams invite managers to be more flexible and versatile in management practices to build and sustain trust amongst their team members. The Building Trust is Teams program aims to find a way to overcome the problems posed by the 2D Challenge by helping the manager instill the belief among team members that the intentions of their colleagues are fundamentally good. This in turn helps the team to put aside their perceptions (w.r.t. differences in backgrounds, skills or personalities) and accept that they can be comfortable in the group and express their vulnerabilities.

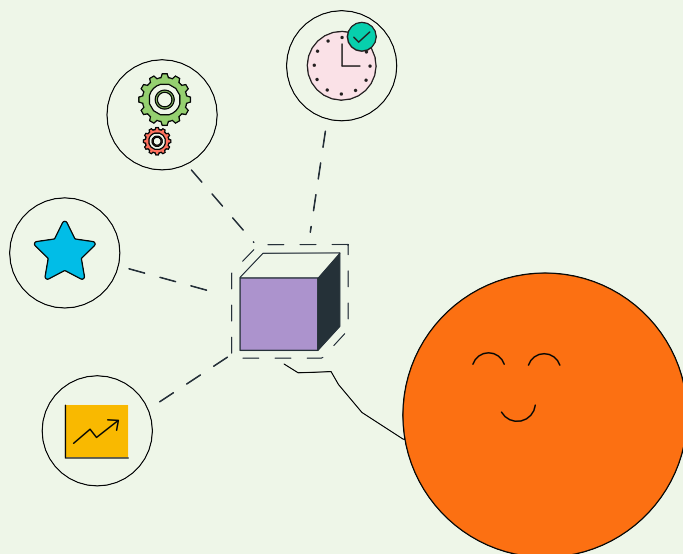## Objectives

The program is designed to help learners:

- **Analyze the reasons for a trust crisis in teams**
- **Identify the qualities of a high-trust team**
- **Apply tools and techniques to build trust within** teams

Course Modules

Module 1: The Trust Crisis

Module 2: Teams that Trust

Module 3: Actionables to Build Trust

Program Agenda

The following agenda can be used to run the workshop in 90-120 minutes. The duration of each section is only an estimate and can be adjusted based on your requirement.

Topic	Approx. Time	Training Aids
Introduction • Ice Breaker • State program outline/objectives • Map participant expectation	10 Minutes	Presentation slides
Module 1: The Trust Crisis • Group Activity: Something's not Right! • The Perception Triangle	25 Minutes	Presentation slides, Whiteboard, Video, Discussion, Workbook, Breakout room (for VILT)
Module 2: High-Trust in Teams • Reflection Activity: The Detour • Qualities of a High-Trust Team	25 Minutes	Presentation slides, Whiteboard, Discussion, Workbook
Module 3: Actionables to Build Trust • Actions and Outcomes • Putting Learning into Practice	20 Minutes	Presentation slides, Workbook
Wrap up and close • Summary of the session • Participant reflection • Q&A to reinforce the learning of the program and to guide on the application of the same	10 Minutes	Q&A / Link to the feedback form