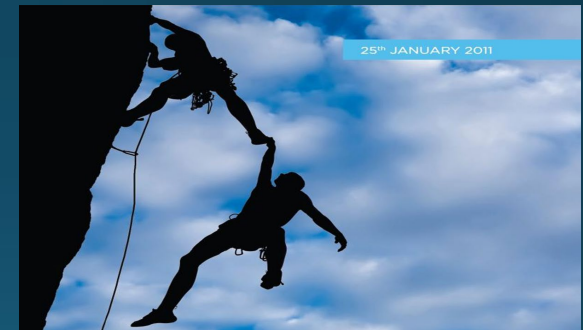


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Building Trust So People Will Talk



BIG MAC[®]

Special Sauce

AVAILABLE 23RD JAN!





Think of someone you trust

- What is it like to work with them?
- What is it like to communicate with them?
- What results do you get?
- How much time does it take to get things done?
- What does it feel like to work with them?



Think of someone you Don't trust

- What is it like to work with them?
- What is it like to communicate with them?
- What results do you get?
- How much time does it take to get things done?
- What does it feel like to work with them?

Agenda

- Welcome
- Trust Busters
- Fundamental Attribution Error
- Trust Builders
- Types of Trust
- Intentions and Impact
- Working with Our Assumptions

As a Table list 6-
20 Trust Busters



Trust Busters

- Not following through
- Lying
- Unclear Expectations
- Micromanaging
- Blaming
- Lack of support
- Over committing
- Dumping last-minute tasks
- Top down decision making
- Empty listening--
- Not owning or apologizing
- Referred to as a type
- Poor communication
- Not being interested in someone
- Not being available
- Gossip
- Backstabbing
- Breaking confidence
- Secretive
- Taking credit for other's work

Debrief/Application

- Which trust buster are you most likely to be guilty of?
 - How do you explain it to yourself?
- Think of someone who broke your trust.
 - How do you think they describe the incident to themselves?
 - What other environmental forces (culture, expectations, style, upbringing, leadership...) could have played a role in the event?
 - What did you feel afterward?
 - Can you describe your feelings without blame?



Building Trust

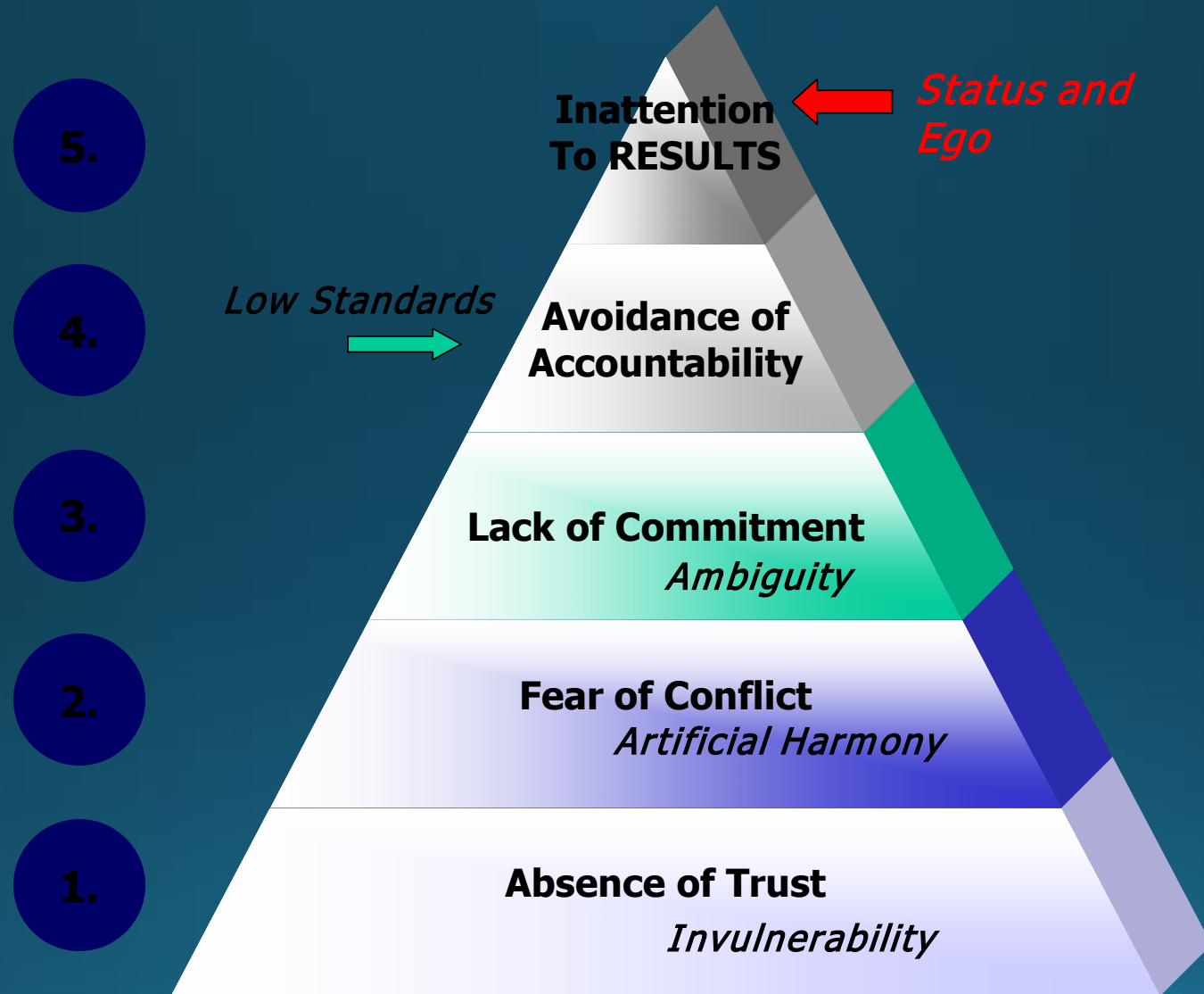
- How can you create a safer space to make it more likely that people will engage?

Types of Trust

- Competency
- Credibility
- Caring
- Vulnerability
- Trust they can do their job
- Trust they will follow through
- I matter, they have my back
- People are honest and own mistakes

Five Dysfunctions of a Team

Patrick Lencioni



Aware of	Unaware of
My Intentions	Other Person's Intentions
Their Impact on Me	My Impact on them

Intentions and Impact

- We judge ourselves by our good intentions
- We judge others by their impact on us
- Tool to build trust—separate intentions from impact and focus on impact!

Assumptions

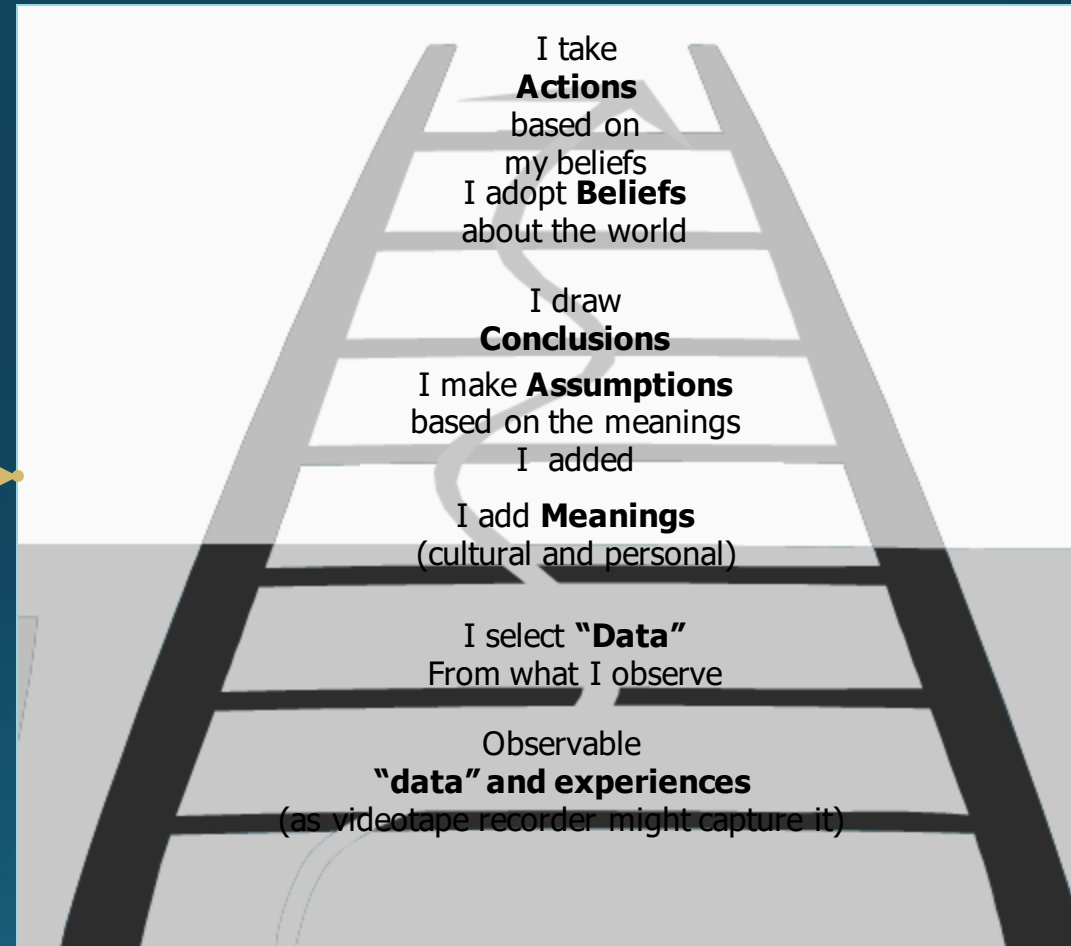
1. Think of a difficult conversation you have had in the past.
2. Write down all the thoughts that went through your head that you probably did not say.
3. Produce at least six.

Assumptions

- If it is mind reading (ascribing intention) or has to do with the future = DK
- If it is a universal statement - it is a "False" = "Should"
 - Character assassination
 - "Always"
 - "Never"

Ladder of Inference

Reflexive Loop
Our beliefs affect what
data we select next
time.



Three Questions

- Are you absolutely certain that belief is true?
- How does being attached to that belief as truth impact your response?
- How would you be different in this situation if you were not attached to the belief as being the truth? (In other words, what new possibilities would exist for you?)

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In Summary

- Trust Busters
- Fundamental Attribution Error
- Trust Builders
- Types of Trust
- Intentions and Impact
- Working with Our Assumptions

Caring trust—show them they matter

- Actions to Build Caring Trust
 - Have the backs of teammates
 - Show respect
 - Right wrongs
 - Listen first
 - Extend trust
 - Say “thank you”
 - Develop others
 - Show empathy
 - Don’t hold grudges—let go of past mistakes

Vulnerability trust

- Actions to Build Vulnerability Trust
 - Confront reality—speak the truth about yourself
 - Be transparent
 - Own your own mistakes—past and present
 - Own the impact of your behavior
 - Don't publicly speak of the past mistakes of others