

THE TRUST FACTOR – WITH OTHERS



Graham Taylor-Edwards

GTE TRAINING AND DEVELOPMENT

+64 21 246 8885 +61 404 190057

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MODULE INTRODUCTION

TRUST FACTOR – WITH OTHERS

CULTIVATING RELIABILITY AND CONFIDENCE IN EVERY RELATIONSHIP.

Learn better faster

The concepts and ideas within each module are provided as suggestions. They should be adapted to fit your unique environment, personality, and style, while still preserving the core value of the information presented.

Your workbook includes ample white space to jot down personal notes, thoughts, or ideas you may want to put into practice.

The workbook is designed to be completed in combination with the video.

Have fun and enjoy yourself.

To make sure you get the most out of this course, please ensure you're fully prepared to begin. Here's a quick checklist to help you get ready:

1. **Tools and Materials:** Have pens, and any required textbooks or resources organised and easily accessible.
2. **Time Management:** Schedule dedicated time for each module in advance. Block out these periods in your calendar to avoid interruptions.
3. **Distraction-Free Environment:** Choose a quiet space where you can focus solely on the course material, minimizing distractions from phone calls, emails, or other activities.
4. **Progress Tracking:** Consider keeping a checklist or journal to track your completion of each module or refer to your portal which will help keep you motivated and organised.
5. **Complete the quiz**

Remember, this learning platform offers resources that you can access anytime.

Don't hesitate to reach out to Graham anytime if you want to explore this topic further, clarify any questions, or share your thoughts. He's here to assist you!

graham@gtetraining.com +64 21 246 8885 +61 404 190 057

MODULE STRUCTURE

KEY CONCEPTS

In this module, we will explore the essential elements of trust and how to foster it in your relationships with others.

Trust is the foundation of all strong personal and professional connections, and by strengthening your ability to be reliable, authentic, and confident, you'll enhance your communication, collaboration, and overall effectiveness.

Whether it's trusting yourself, building stronger relationships with others, or creating a foundation of integrity and reliability, this course will guide you through the essential steps to develop trust in every aspect of your life.

EXPECTATIONS

In exploring the many dimensions of trust, you will discover how to build and maintain trust in your relationships, both personal and professional, and understand the role of vulnerability and accountability in fostering deeper, more meaningful connections.

1. Building trust with others: practical strategies for cultivating trust in your interactions and relationships.
2. Trust and vulnerability: understanding how opening up and being vulnerable can strengthen trust.
3. Accountability and integrity: learning how accountability supports trust, and how living with integrity fosters deeper connections.
4. Navigating betrayal and rebuilding trust: approaches to healing when trust is broken and how to rebuild it.

WHAT YOU WILL ACHIEVE

By the end of this module, you will have developed several key skills that will enhance your personal growth and relationships:

- ✓ Effective communication: tools for building trust through clear, open, and empathetic communication.
- ✓ Stronger relationships: the ability to create and nurture trusting relationships in both personal and professional environments.
- ✓ Emotional intelligence: understanding how emotions, both your own and others, impact trust and how to manage them for healthier interactions.
- ✓ Resilience in adversity: knowing how to restore trust when it has been broken and how to bounce back from setbacks.

Get ready to transform your approach to trust and unlock new possibilities for growth and success!

TIME TO COMPLETE

This module should take you approximately:

Workbook, Video, and complete the Quiz

45 minutes approximately

We look forward to an interactive and productive session together! Let's get started!

BUILD TRUST WITH OTHERS



In a small startup, John, the team leader, faced a challenge. The company was growing, and his team was struggling to work together. There were misunderstandings, missed deadlines, and a sense of hesitation between members. John realised the issue was a lack of trust.

Determined to change this, John decided to take action. He called for a team meeting, not to discuss projects, but to get to know each other better. They shared personal stories, their strengths, and weaknesses. It was a vulnerable moment, but it helped break down barriers.

The next step was to delegate more responsibility. John trusted his team members to take the lead on certain tasks, even if he wasn't sure they could handle it perfectly. He offered guidance but gave them room to grow. Slowly, they began to trust each other's abilities and judgments.

As the weeks went by, the team's communication improved. They felt more comfortable sharing ideas and asking for help. They celebrated small wins together, reinforcing their trust in each other.

By the end of the quarter, the team's performance had skyrocketed. The project deadlines were met, and there was a newfound respect for one another. John knew the foundation of their success was not just in their skills, but in the trust they had built as a team.

Through openness, support, and shared responsibility, John learned that trust wasn't something that happened overnight; it was something that grew, one step at a time. And with that trust, the team became unstoppable.

Trust is not just necessarily something you say or do BUT IT IS HOW YOU MAKE THEM FEEL.

TRUST: OUR SURVIVAL DEPENDS ON IT

When we are surrounded by people who believe what we believe something remarkable happens.

Trust happens.

Trust is not a checklist.

It is a feeling. **GAIN TRUST BY GIVING TRUST!**

1. SET EXPECTATIONS



Once you set your expectations, you must communicate them to the others.

As you are writing your expectations, ensure they are SMART:

SPECIFIC/MEASURABLE/ATTAINABLE/RELEVANT/TIMELY.

1. Only create expectations that are necessary.
2. Write them down.
3. Make it clear to you. If you don't understand your expectations, it's likely no one else will.
4. Discuss them with employees. Don't just hand them a document to read. Sit down and verbally explain your expectations. Give employees the opportunity to ask questions.
5. Gain employee agreement and commitment to them.

YOU CAN NOT TEACH PEOPLE TO TRUST

Trust and loyalty is a feeling.

They have to be earned.

It takes time.

Trust cannot be dictated by its environment.

Leaders determine the culture.

Without trust, you become cynical, selfish, and paranoid.

THREE (3) KEYS TO BUILDING TRUST

ACCEPT INPUT

No employee wants to be viewed as a number or just another worker. Each wants to be considered a valuable, contributing team member. What better way to do this than to seek the input of each member on various issues?

DELEGATE

“If you want something done right, you have to do it yourself.” While this may be true in some instances, it is not always the case. More than that, you do not want to develop a mindset that says you are the only one who can successfully perform a certain task.

Putting that responsibility on yourself is not healthy for you or the employees around you.

1. Grows trust between employer and employees.
2. Strengthens communication between employer and employees.
3. Allows others to showcase and develop their skills.
4. Affords the manager time to work on higher-level tasks.

Supply resources

Another part of building trust between yourself and employees is providing them with what they need to be successful. This includes what they need to do their everyday jobs as well as what they need in order to complete newly delegated tasks.

AUTHENTICITY

Being authentic means being true to yourself, and embracing your values, beliefs, and emotions without trying to conform to others' expectations.

Authenticity fosters self-acceptance, builds stronger, more genuine relationships, and leads to greater happiness and fulfillment. It allows you to express your true self, which can enhance your confidence and mental well-being.

By being authentic, you attract people who appreciate you for who you are, and it helps you live a life aligned with your core values, reducing stress and promoting a sense of purpose.

2. PROMOTE TRANSPARENT COMMUNICATION.



TRANSPARENCY FIRST THING

Do we wash over things?
Challenging and complicated
It's the only way to the truth
Transparency is our saviour

TRANSPARENCY SECOND THING

Retaliation, embarrassment.
There is a risk.
Catapult relationships.
Begins with trust.
Can be harmful without trust.
Honesty beats pretence.
With trust, there is no offense.
Consistency will allow people to grow.

TRANSPARENCY SECOND THING

Repeat it begins with trust.
Get honest with yourselves.
Check where you are.
Transparency does not mean we blurt out anything.
Promote trust and kindness.
Listen actively, respond wisely, and love generously.

Three key elements of transparency in communication are:

1. **Honesty and openness:** Being truthful and clear about information, intentions, and expectations. Encouraging open dialogue where all team members feel comfortable expressing their thoughts, concerns, and feedback.
2. **Clarity and consistency:** Communicating in a straightforward, easily understandable manner. Ensuring that messages are consistent over time and across different channels.
3. **Accountability:** Taking responsibility for actions, decisions, and outcomes. Transparent communication involves acknowledging mistakes and learning from them, as well as ensuring follow-through on commitments.

MODES OF COMMUNICATION

VERBAL

What is verbal communication? Simply, it is using your words to express yourself. When speaking, most people hear what you say, not necessarily your intention behind it. That's why it's important to get it right the first time. Otherwise, you will have to do damage control on the other side.

1. Speak with confidence
2. Aspects of speech (tone and speed)
3. Speak clearly and succinctly
4. Make sure your body language isn't saying the opposite of your words
5. Be an active listener

NON-VERBAL

is important for you to be mindful of your non-verbal communication and make sure it is giving the message you intend.

1. Eye contact
2. Handshake
3. Posture
4. Body language
5. Facial expressions
6. Silence

3. HONEST FEEDBACK

When giving feedback, it may be tempting to say what you believe the other person wants to hear, but doing so is a disservice to the person and non-beneficial to you.

The purpose of feedback is to highlight strengths and make the person aware of their areas of improvement.

Positive feedback is all about morale and should be given in public but not to make them uncomfortable.

Negative feedback given constructively is about improving performance and should be given in private and is that is about behaviour, not the person.



A POSITIVE FEEDBACK CULTURE

GIVING FEEDBACK	RECEIVING FEEDBACK
Specific	Welcome it
Immediate	Seek it out
Two-way if negative constructive “When you... it is a concern because... What I want you to do in the future is... And is there anything I can do to help”	Be open to change
Balanced Finish on how you believe they add to the business	Take responsibility

PS. NO GOSSIP

Gossip is not appropriate for the workplace, or any place, for that matter. It is designed to tear down, not build up. So why would you want that as a part of your company? Besides, if one can share gossip with you about someone else, what makes you think they won't share gossip about you with someone else?

Gossip is unacceptable. It is not your news to share. If it is not about business it's none of your business.	
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4. KEEP YOUR PROMISES



Making a promise and not keeping it is the fastest way to lose the trust of your employees. We understand that sometimes things beyond our control happen, and you cannot stay true to your word. But, making a habit of making a promise to give people what they want to hear, but never following through, can have dire consequences.

STAY ORGANISED

Do I have the time to commit to this? Do I have enough resources? These are a couple of questions you should ask yourself before making a promise. Sometimes it's easy to act in the moment and make a promise in order to make others happy, without thinking about if it's even possible.

Don't act on impulse, think logically.

QUESTIONS TO ASK YOURSELF:

1. Why am I agreeing to do this?
2. What outcome am I looking for?
3. Is this too lofty of a promise?
4. Is this absolutely necessary/Why or why not?
5. What would be the ramifications if I'm unable to keep this promise?

STAY MOTIVATED

You've weighed the pros and cons of this promise, decided to go through with it, now you must do it. The excitement of being the hero who said yes has worn off, now the real work begins. It can be tiring. What do you do? Well, since you made the promise and you do not have a legitimate reason not to produce, you must push through your lack of motivation and make it happen.

1. Remember why you are doing this.
2. Break down your task into smaller chunks.
3. Only focus on positive thoughts and outcomes
4. Monkey brain alert
5. Visualise the outcome.

5. DEVELOPING POSITIVE AND RESPECTFUL RELATIONSHIPS



A positive and respectful relationship in the workplace is essential for fostering a productive, harmonious, and inclusive environment.

1. Effective Communication

Open, honest, and respectful communication is fundamental in a positive workplace. Colleagues listen actively to each other, share information clearly, and provide constructive feedback.

Example: Team meetings are conducted where everyone feels comfortable sharing their ideas and concerns without fear of judgment.

2. Trust and Reliability

In a positive relationship, trust is established through consistent actions, reliability, and follow-through. Colleagues can depend on each other to meet deadlines, maintain confidentiality, and fulfil commitments.

Example: A colleague is entrusted with a task, and they deliver it on time and as expected, demonstrating their dependability.

3. Empathy and Support

Respectful relationships are characterised by empathy, where colleagues show care and concern for one another's well-being. They offer support during challenging times, whether personal or professional.

Example: When a team member faces a personal challenge, coworkers help, adjust deadlines, or provide emotional support to help them through the tough time.

4. Recognition and Appreciation

A respectful workplace involves regularly acknowledging each other's contributions. Recognising and appreciating the efforts of others fosters a positive atmosphere, boosts morale, and encourages continued high performance.

Example: A manager publicly praises a team member's work, giving credit for their achievements and expressing gratitude for their hard work.

5. Inclusive and Collaborative Environment

Respectful relationships in the workplace ensure that everyone's contributions are valued, and diverse perspectives are welcomed. Team members actively engage in collaboration.

Example: Teams work together on projects where everyone is encouraged to contribute their unique skills and ideas, and all voices are heard, creating a collaborative and inclusive culture.

WHEN SOMEONE LETS YOU DOWN AND REBUILDING TRUST.



1. ACKNOWLEDGE THE PAIN

Being let down often triggers strong emotions like hurt, anger, sadness, and confusion. It's important to allow yourself to feel and express these emotions, whether through talking with trusted individuals, journaling, or seeking professional counselling.

2. ESTABLISH CLEAR COMMUNICATION

Open, honest communication is key when addressing disappointment. If you're considering rebuilding trust with the person who let you down you, it's essential to express your feelings, ask questions, and ensure that the betrayer understands the consequences of their actions.

3. SET BOUNDARIES AND EXPECTATIONS

After betrayal, it's essential to set boundaries to protect yourself while also discussing expectations moving forward. These boundaries may involve how you interact with the person, what behaviours are unacceptable, and what it will take to rebuild trust over time.

4. GIVE TIME AND SPACE FOR HEALING

Rebuilding trust takes time, and rushing the process can lead to further resentment or disillusionment. Be patient with yourself and the other person and understand that trust cannot be repaired overnight. Healing often involves small, consistent actions that demonstrate reliability and remorse.

REBUILDING TRUST IS NOT ALWAYS POSSIBLE, but these steps can help you decide whether it's worth the effort and give you the tools to navigate the complex emotions involved.

ACTS OF KINDNESS AND GENEROSITY WITH SIMON SINEK



Make people feel good.

Oxytocin generates love and a good feeling.

It feels good when we do something for someone.

Witnessing an act of good.

Commit to doing something kind today.

IT MUST BE GENUINE.



IDENTIFY WHERE YOU NEED TO IMPROVE

Complete this table

IMPROVEMENT	ACTION TO TAKE	OUTCOME
SETTING EXPECTATIONS		
BUILDING TRUST		
TRANSPARENT COMMUNICATION		
WELCOMING HONEST FEEDBACK		
AUTHENTICITY		
KEEPING YOUR PROMISES		
DEVELOPING POSITIVE AND RESPECTFUL RELATIONSHIPS		
STAYING ORGANISED AND MOTIVATED		
MUTUAL RESPECT		
REBUILDING BROKEN BRIDGES		
ENCOURAGING ACTS OF KINDNESS AND GENEROSITY		



REFLECTION

Now that you've watched the video and completed the workbook, it's time to reflect on what you've learned from this module.

Reflecting on and reviewing information helps solidify what you've covered, supporting a deeper and more lasting understanding.

To get the most from your learning, take your time as you complete the review section.

Engage fully with each question—whether you're writing, discussing, or creating a visual summary. This process will reinforce your understanding and make it easier to apply these concepts in the future.

Please complete these questions.

What did you learn from this module?

What behaviour will you change based on learning?

How can you apply this knowledge in your role?

THE QUIZ

The quiz is here for you to review before completing your course online or to complete if you're not taking the course online.

Understanding Trust

Why is trust important in a team setting?

- To reduce workload ☐
- To improve communication and collaboration ☐
- To increase competition among team members ☐
- To avoid setting expectations ☐

Which of the following is NOT a characteristic of building trust?

- Accepting input from team members ☐
- Consistently following through on commitments ☐
- Delegating tasks appropriately ☐
- Avoiding feedback to prevent conflict ☐

What does the "S" in SMART expectations stand for?

- Supportive ☐
- Specific ☐
- Simple ☐
- Strategic ☐

Expectations should be communicated verbally and in writing.

- True ☐
- False ☐

Communication

Which of these is a key element of transparency in communication?

- Honesty and openness ☐
- Lack of clarity and consistency ☐
- Avoiding accountability ☐
- Discouraging open dialogue ☐

Non-verbal communication includes gestures, facial expressions, and _____.

Email responses ☐

Body language ☐

Task delegation ☐

Weekly meetings ☐

Feedback

How should positive feedback be given?

Publicly ☐

Privately ☐

Only during annual reviews ☐

With no specifics ☐

Building relationships

What is fundamental in a positive workplace?

Strictly hierarchical structure ☐

Being open, honest, and respectful ☐

Eliminating team collaboration ☐

Minimal interaction between coworkers ☐

NOTES AND QUESTIONS

Use this section for any additional thoughts or information or if you have any questions that you would like to discuss.

ABOUT US

Graham (GTE) leads over 100 workshops annually, focusing on leadership, sales, fixed operations, and customer experience. He's the founder of Success Resources International, a Registered Training Organisation based in Brisbane, and the Managing Director of GTE Training and Development in New Zealand.

Originally from North Wales, Graham has spent 17 years in Australia (2001 – 2019) after more than two decades in New Zealand. His background includes service in both the Royal Navy and the Royal New Zealand Navy.

He's married to Shelley, a Kiwi from the Bay of Islands, and together they have two children Mackenzie and Gareth, along with four grandchildren: Hudson, Avyana, Reo and Vivienne.

Graham (GT) is a highly regarded coach and workshop facilitator specialising in leadership, sales, service and customer experience. He brings a wealth of expertise with the following qualifications:

- Advanced Diploma of Leadership and Management
- Diploma in Automotive Management
- Diploma of Training and Education and Design
- Certificate IV in Finance and Mortgage Broking
- Certificate IV in Business Sales
- New Zealand Certificate in Marketing
- NLP Practitioner



GRAHAM TAYLOR-EDWARDS

Graham's diverse skill set quips him to empower individuals and organisations to achieve their goals