



LEADERSHIP CHOICES:

BUILDING OR BREAKING TRUST
AND
RESPONDING OR REACTING





OBJECTIVES

- Introduce a trust model
- Explore and understand the behaviors that build and break trust
- Introduce a process for rebuilding trust
- Define responding and reacting
- Understand moment of choice

The Willingness

to choose trust



"A team is not a group of people who work together.
It is a group of people who trust each other."

-Simon Sinek

Betrayal Continuum

A breach of trust or the perception of a breach is in the eyes of the person who feels betrayed!



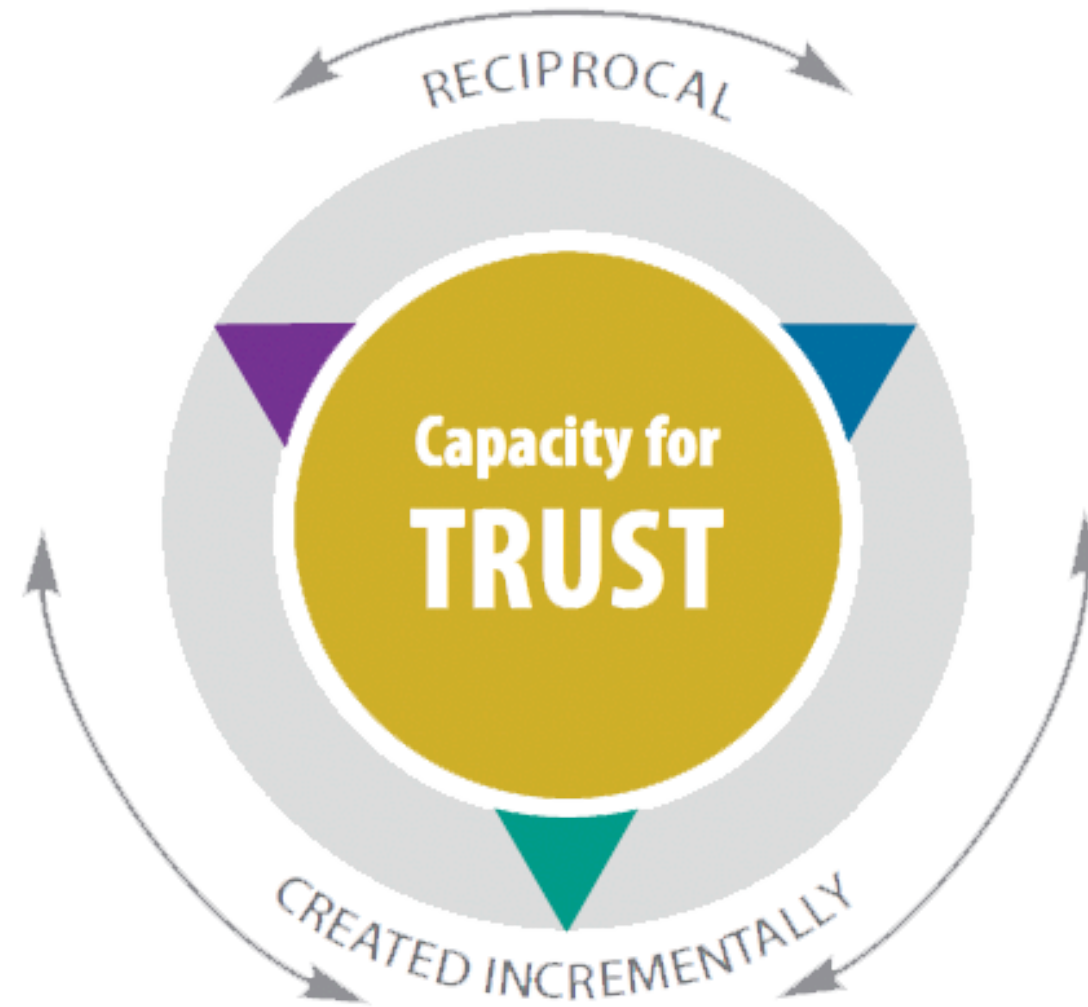
Betrayal Continuum			
Major		Minor	
Intentional	Unintentional	Intentional	Unintentional

BUILDING TRUST



Trust of capability®

- Acknowledge abilities and skills.
- Allow people to make decisions.
- Involve others and seek their input.
- Help people learn skills



Trust of characterSM

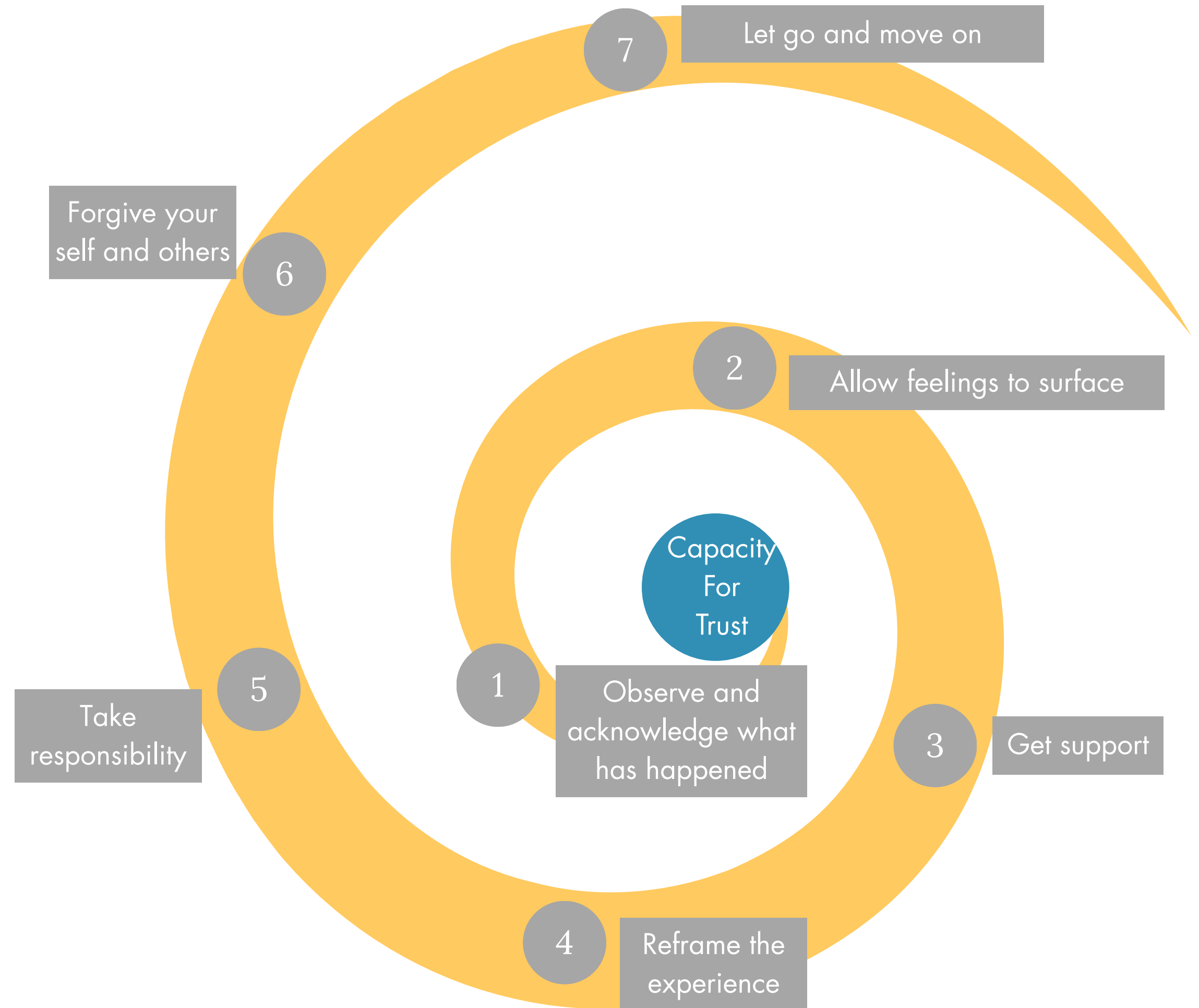
- Manage expectations
- Establish boundaries
- Delegate appropriately
- Encourage mutually serving intentions
- Keep agreements
- Be consistent

Trust of communication®

- Share information
- Tell the truth
- Admit mistakes
- Give and receive constructive feedback
- Maintain confidentiality
- Speak with good purpose

Rebuilding Trust

7 Steps for Healing



Identify the space

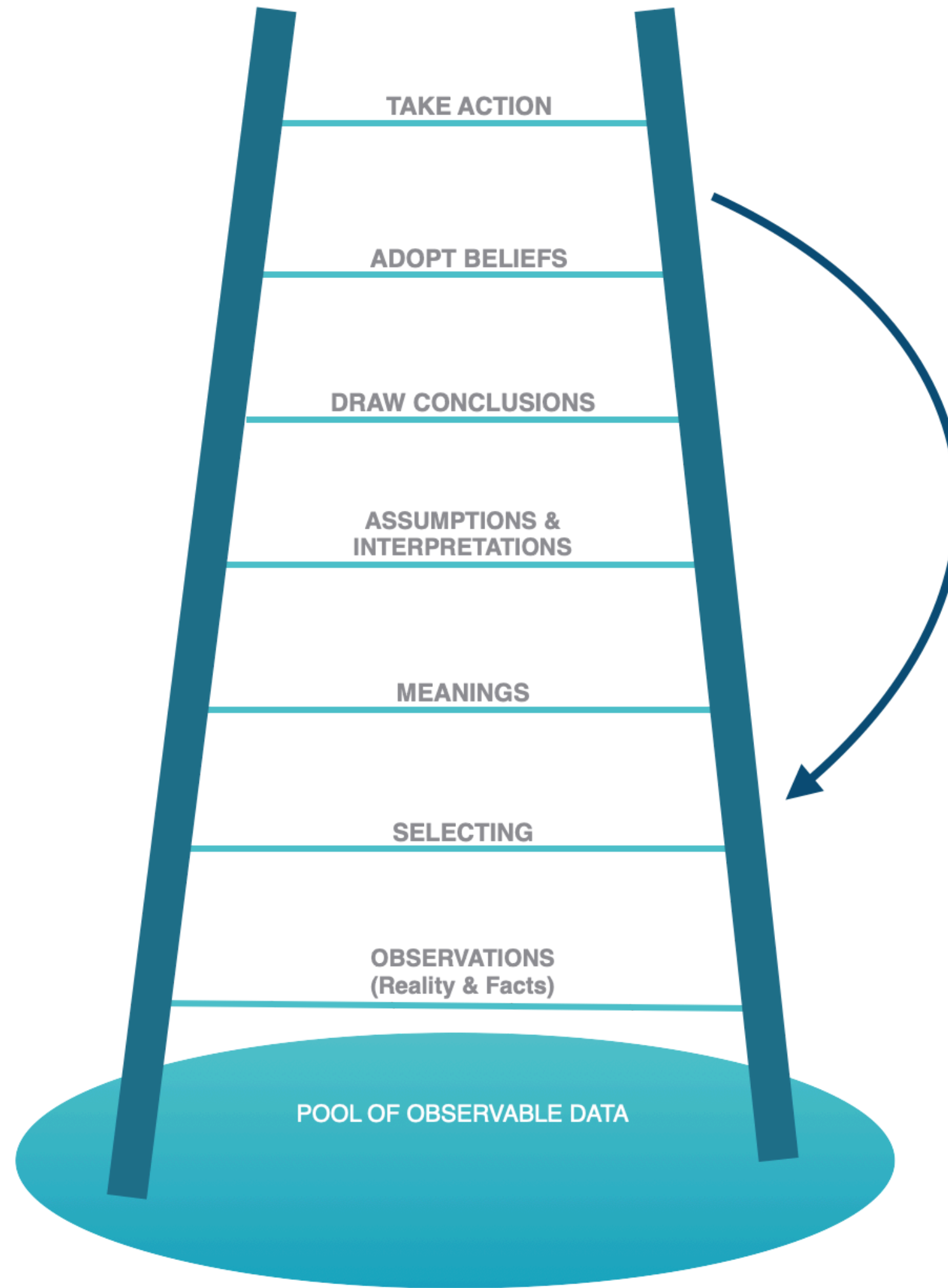
to choose your response



"Between stimulus and response there is a **space**.
In that **space** is our power to choose our response.
In our response lies our growth and our freedom."

-Viktor Frankl

LADDER OF INFERENCE



Responding verse reacting

*Finding the
space*



Responding	Reacting
Deliberate/Conscious	Instant/Unconscious
Considered/Intentional	Based on beliefs/bias
Solution focused	Problem focused
Long term thinking	Short term thinking

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