

BUILDING TRUST

Learning Design

SECTION	DURATION	KEY CONTENT
LAUNCH	15 min	Participants complete LAUNCH assignments: <ul style="list-style-type: none">• When I Erode Trust• When My Trust Is Eroded
LEARN & PRACTICE INTRODUCTION (Workshop)	20 min	Welcome participants, review learning outcomes, work with learning partners to discuss LAUNCH assignments, and set the context for why trust is important.
Building Trust Self Survey	10 min	Complete a self-survey to identify strengths and areas for improvement in building trust.
Trustworthy and Untrustworthy Behaviors	20 min	Work in teams to identify common behaviours that build and erode trust, and discuss the costs and benefits of low and high trust, respectively.
Building Trust Model	15 min	Learn the four elements of trust as illustrated by the Building Trust Model, validating the model by drawing on the participants' experience with low- and high-trust relationships.
Building Trust Model Components	20 min	Learn the twelve components of the Building Trust Model and discuss how the associated behaviours build trust using animated videos.
Building Trust Behaviors Card Sort Activity	20 min	Conduct an interactive assignment in which participants diagnose and categorise specific trust-building behaviours according to the Building Trust Model.
Building Trust Action Plan	25 min	Score the self-survey and create a personal development plan for increasing trust.
Diagnosing Low Trust	15 min	View live-action videos of low-trust situations and diagnose behaviours that are trust-eroding. Identify which of the elements of trust (ABCD) are being eroded.
Diagnosing Trustworthiness	20 min	Work in teams to review four workplace scenarios and diagnose which elements of trust (ABCD) are being eroded. Provide a prescription for how trust can be increased.
Rebuilding Trust You've Broken with Others	30 min	Learn a three-step process for rebuilding a damaged trust relationship when you've broken trust: Acknowledge, Apologise, Act. Develop a plan for having a conversation to rebuild trust using the relationship identified in the When I Erode Trust with Others worksheet. Practice the conversation with a learning partner.

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Rebuilding Trust When Yours Has Been Broken by Others	25 min	Develop a plan for having a conversation with someone who has eroded your trust and practice with a learning partner. Review the MASTER trust-building tools that are available to participants post-training.
Closing	5 min	Share thoughts and plans for developing higher-trust relationships moving forward.
MASTER	24/7 Access	Provide participants with 24/7 access to a suite of tools to help them sustain and implement their learning, and share the Building Trust Model with their team members.

The above design reflects face-to-face delivery.
Timing is a representation of the overall learning experience.