

BUILDING TRUST

VIRTUAL LEARNING DESIGN

VIRTUAL SESSION 1

DURATION	SECTION	KEY CONTENT
15 min.	LAUNCH	Participants complete LAUNCH assignments: <ul style="list-style-type: none"> • When I Erode Trust • When My Trust Is Eroded
16 min.	Welcome	Welcome participants, review learning outcomes, work with learning partners to discuss LAUNCH assignments, and set the context for why trust is important.
13 min.	Low- and High-Trust Relationships	Review the worksheet When I Erode Trust and discuss the benefits of high trust.
8 min.	Trustworthy and Untrustworthy Behaviors	Identify common behaviors that build and erode trust; discuss the costs and benefits of low and high trust, respectively.
10 min.	Building Trust Model	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.
9 min.	Building Trust Model Components, Part 1	Use the animated videos to teach the first two elements of the Building Trust Model and their components and discuss how the associated behaviors build trust.
5 min.	Break	
8 min.	Building Trust Model Components, Part 2	Use the animated videos to teach the last two elements of the Building Trust Model and their components and discuss how the associated behaviors build trust.
22 min.	Building Trust Behaviors Sort Activity	Conduct an interactive assignment in which participants diagnose and categorize specific trustworthy behaviors according to the Building Trust Model.
26 min.	Diagnosing Trustworthiness	Discuss the Building Trust Model for diagnosing actual situations.
3 min.	Next Steps and Close	Review the assignments participants need to complete during the break between sessions.

VIRTUAL SESSION 2

DURATION	SECTION	KEY CONTENT
12 min.	Welcome	Welcome participants to the second virtual session of Building Trust. Briefly review the learning map.
16 min.	Building Trust Action Plan	Score the self-survey and create a personal development plan for increasing trust.
14 min.	Diagnosing Low Trust	View live-action videos of low-trust situations and diagnose behaviors that are trust-eroding. Identify which elements of trust are being eroded.
11 min.	Restoring Trust	Rebuilding-trust process is introduced. Describe the steps in Acknowledge, Apologize, and Act.
5 min.	Break	
26 min.	Rebuilding Trust When I've Eroded Trust	Develop a plan for having a conversation to restore trust using the relationship identified in the worksheet When I Erode Trust with Others.
31 min.	Rebuilding Trust When My Trust is Eroded	Develop a plan for having a conversation to restore trust using the relationship identified in the worksheet When My Trust is Eroded.
5 min.	Honorable Close	Share thoughts and plans for developing higher-trust relationships moving forward.
24/7 Access	MASTER	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.