



ENHANCING TRUST BY COMMUNICATING WITH TACT AND PROFESSIONALISM

Half-day (3-4 hours)

Facilitating Positive Change

How do you build trust when rapid change is occurring? Why does trust take so long to build yet just minutes to erode? Through the use of exercises and role play, participants learn techniques to overcome disruptive behaviors and resistance. They learn how to manage interactions to engender respect, trust, and professionalism. This training helps them navigate more quickly through negativity and build trust so team members can be more productive..

Objectives

- Build trust with individuals and cultivate it in your group or department
- Learn how to restore broken or fractured trust through words and deeds
- Create a culture of trust in your organization

Content

- Developing meaningful connections that build trust
- Communicating skillfully and at the right times
- Reducing mistrust to move toward acceptance
- Applying effective behavioral change models
- Handling resistance calmly and professionally

"I learned a lot! I will definitely be a more effective leader. I will be more open to suggestions from all staff. I have learned that issues I may think are little are huge to other people. I must be prepared to hear the truth."

- Capt. Matt Schuler, Contra Costa County Office of the Sheriff

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