



The Speed Of Trust

Every Organization's Aspirations & Goals

1. Result driven and profit centered for the company stakeholders
2. Exceed customer's expectation of the company
3. Improve internal processes to streamline time, cost and manpower
4. To achieve the above 3, have to use critical leadership and coaching styles to influence and inspires Attitude, Skills and Knowledge (ASK) of team members.





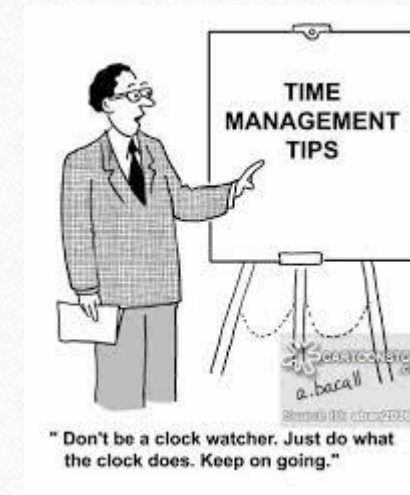
8 Inner Principles Of An Effective Leader

The 8 Personal Steps

Step 1 Fantastic Attitude



Step 2 Be On Time



(If You Are Not Early , You Are Late!)

The 8 Personal Steps

Step 3 Be Prepared



Step 4 100% Commitment

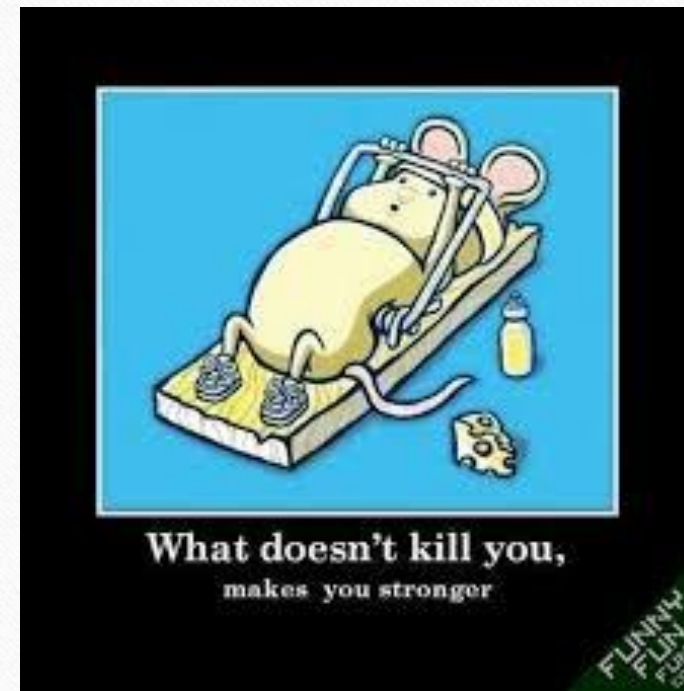


The 8 Personal Steps

Step 5 Go The Extra Mile

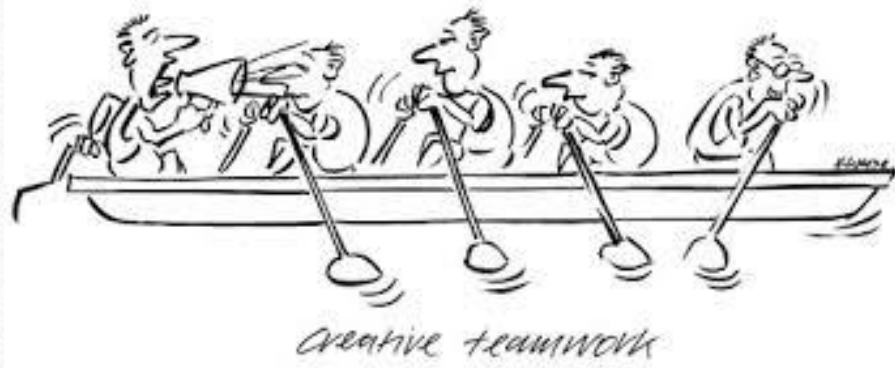


Step 6 Maintain Your Attitude



The 8 Personal Steps

Step 7 Why Are We Here?



Step 8 Take Control



What Is Trust?

Definition of Trust

Firm belief in the reliability, truth, or ability of someone or something.

- Being trustworthy isn't the same as building trust.

Why Is Trust Important To An Organization?

Trust breeds engagement, which leads to better performance. Therefore high-trust behaviour is essential to creating a successful team.

- Low trust negatively impacts performance, and can also lead to a toxic work environment where individuals are unwilling to take chances or be innovative.
- Teams without trust will never reach their potential because they're constantly trying to manage the lack of trust rather than working together rather than developing high-trust behaviours.

Introduction To Speed Of Trust Concept

Communication

1. Communication is one of the first steps in trust building and it's also the most important. If you can't communicate effectively, then trust will never develop.
2. The ability to communicate clearly, concisely, and with empathy is essential to trust building.

Introduction To Speed Of Trust Concept

Consistency

1. Consistency is also a necessity in trust building. It's what makes trust sustainable. If there is no consistency, then trust will not last.
2. Consistency requires follow-through.
3. Remember, people need to be able to trust that you will do what you say you're going to do. This requires integrity & accountability.



The Speed Of Trust 13 Behaviours

We judge ourselves by our intentions and others by their behavior.

- Stephen M. R. Covey

The 3 Categories

- Character
- Competency
- Character & competency

“Character is like a tree and reputation like a shadow. The shadow is what we think of it; the tree is the real thing.”
Abraham Lincoln



Character Category

1. Talk straight
2. Demonstrate respect
3. Create transparency
4. Right wrongs
5. Show loyalty



Competency Category

6. Deliver results
7. Get better
8. Confront reality
9. Clarify expectations
10. Practice accountability

TALK STRAIGHT	CREATE TRANSPARENCY	RIGHT WRONGS
CLARIFY EXPECTATIONS	SHOW LOYALTY	PRACTICE ACCOUNTABILITY
EXTEND TRUST	CONFRONT REALITY	LISTEN FIRST
DEMONSTRATE RESPECT	GET BETTER	KEEP COMMITMENTS
	DELIVER RESULTS	

Character & Competency Category

11. Listen first

12. Keep commitment

13. Extend trust



Character 1

“Character is like a tree and reputation like a shadow. The shadow is what we think of it; the tree is the real thing.”

Abraham Lincoln

Talk Straight

Tell The Truth & Practice Integrity

Character 2

“Character is like a tree and reputation like a shadow. The shadow is what we think of it; the tree is the real thing.”

Abraham Lincoln

Demonstrate Respect

Show That You GENUINELY Care & Show Kindness In Little Things

Character 3

“Character is like a tree and reputation like a shadow. The shadow is what we think of it; the tree is the real thing.”

Abraham Lincoln

Create Transparency

Be Genuine, Open & Authentic & Don't Hide Information

Character 4

“Character is like a tree and reputation like a shadow. The shadow is what we think of it; the tree is the real thing.”

Abraham Lincoln

Right Wrongs

Apologize & Restitute. Do The Right Thing

Character 5

“Character is like a tree and reputation like a shadow. The shadow is what we think of it; the tree is the real thing.”

Abraham Lincoln

Show Loyalty

Give Credit To Others Even During Absentia

Competency 1



Deliver Results

Accomplish What You Are Hired To Do. Don't Make Excuses

Competency 2



Get Better

Learn & Improve. Be Thankful For Feedback & Act Upon It

Competency 3



Confront Reality

Meet Issues Head On & ADDRESS Them Directly

Competency 4



Clarify Expectations

Reveal, Discuss & Validate Expectations

Competency 5



Practice Accountability

Take Responsibility For Results & Communicate How Others Are Doing.

Character & Competency 1

“Character is like a tree and reputation like a shadow. The shadow is what we think of it; the tree is the real thing.”

Abraham Lincoln



Listen First

Listen before you speak and without assumption & prejudgment

Character & Competency 2

“Character is like a tree and reputation like a shadow. The shadow is what we think of it; the tree is the real thing.”

Abraham Lincoln



Keep Commitment

State Your Intention With Clarity, Do What You Say & Say What You Do.

Character & Competency 3

“Character is like a tree and reputation like a shadow. The shadow is what we think of it; the tree is the real thing.”

Abraham Lincoln



Extend Trust

Don't Withhold Trust Because Risk Is Involved.



If It Is To Be, It Is Up To Me

Good Luck To Your Future Endeavor.