Training Modules

Module III - Building Trust

Modules' Index

I. INTRODUCTION

II. BEING A LEADER

III. BUILDING (OR RECOVERING) TRUST

IV. OVERCOMING CHALLENGES

Modules' Composition

I. INTRODUCTION

II. BEING A LEADER

III. BUILDING (OR RECOVERING) TRUST

IV. OVERCOMING CHALLENGES

III. MODULE

BUILDING (OR RECOVERING) TRUST

Objectives

To learn how to build and keep trust in business relationship

To learn how to build trust within teams and with clients;

To understand the difference between working in a group and working as a team;

To explain the impact of trust in society, groups and businesses;

To define the drivers and components of trust;

To know how to maintain or recover trust within teams and clients.

esteem

III. MODULE

BUILDING (OR RECOVERING) TItRUST

Expected Results

After completion of this module you will be able to:

identify the drivers of trust and to apply them to self and others;

work efficiently in a group: to recognize the importance and value of others; to develop cooperation strategies;

evaluate yourself and the characteristics to improve.

III. MODULE'S *TOPICS*

BUILDING (OR RECOVERING) TRUST

(1) THE CHALLENGES OF WORKING TOGETHER

(2) WORKING TOGETHER EFFICIENTLY

(3) WHAT WE ARE TALKING ABOUT WHEN WE TALK ABOUT TRUST

(4) BUILDING TEAMS

(5) THE DRIVERS OF TRUST

(6) PRACTICAL RECOMMENDATIONS & MODULE EVALUATION

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III. MODULE

BUILDING (OR RECOVERING) TRUST

TYPES OF INTERACTIONS YOU WILL FIND DURING THE MODULE
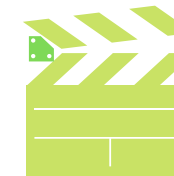*[CHECK THE ICON INCLUDED IN EACH SLIDE]*

Important

Reflect on the comments/question

Discuss together

Watch Video

Write a comment

Read

Role Play

Additional information / Further reading

(1) The challenges of working together

(I) The challenges of working together

What does it take to be an entrepreneur?

Thinking about a business and creating a plan to establish yourself as an entrepreneur is a task that requires:

Activity to do:

(I) The challenges of working together

What does it take to be an entrepreneur?

Thinking about a business and creating a plan to establish yourself as an entrepreneur is a task that requires:

Working together

Activity to do:

(I) The challenges of working together

Working together

There is no business without:
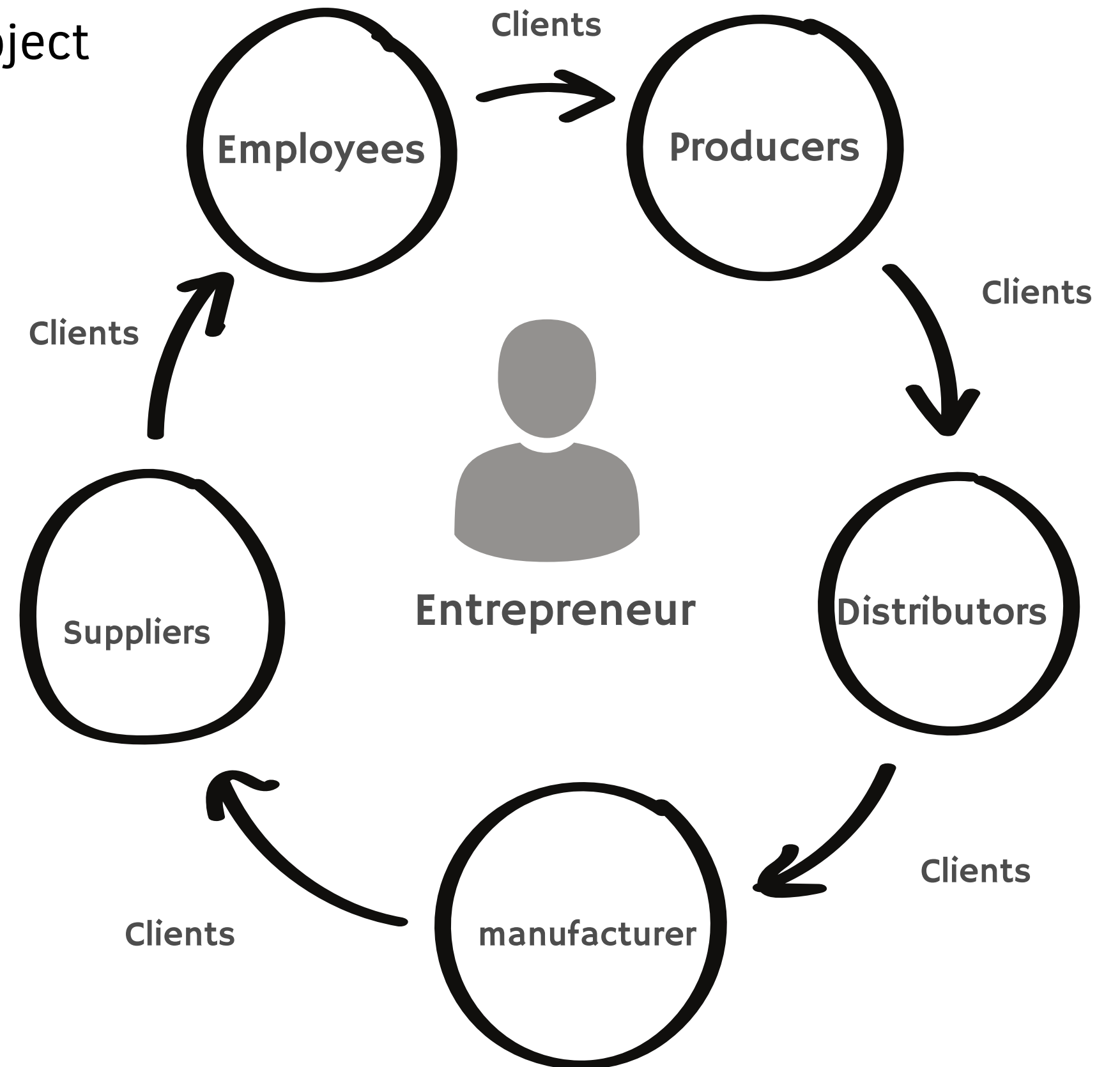- commercial transactions.

There is no economic activity without:
- producers;
- manufacturers;
- distributors;
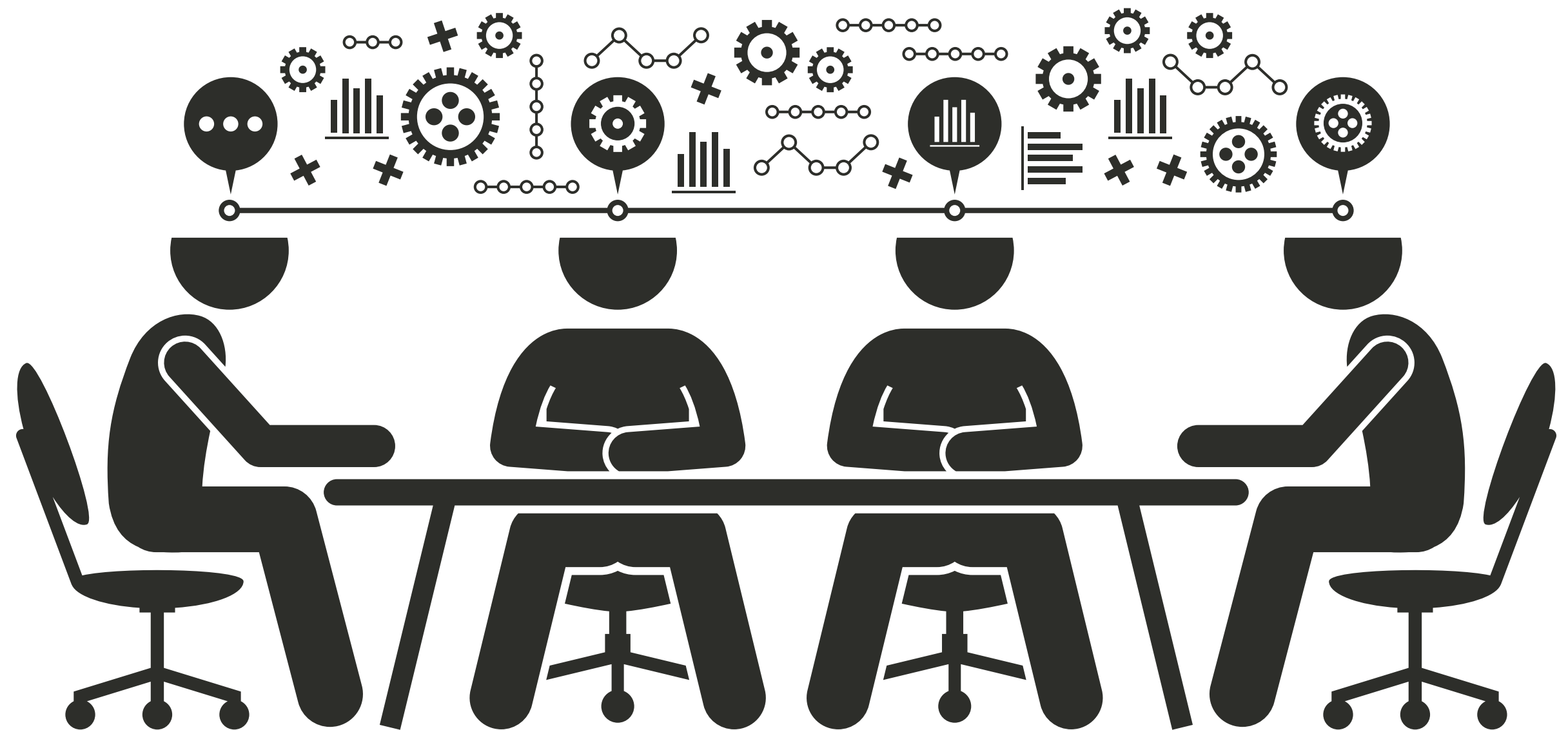- suppliers;
- employees;
- clients.

(I) The challenges of working together

Working together

! Even if your project is a **single-owner entrepreneurship**, its success will always be subject to the participation of other actors

Clients

Employees

Producers

Clients

Clients

Suppliers

Entrepreneur

Distributors

Clients

Clients

manufacturer

(I) The challenges of working together

Working together

! To work together: you need a team!

(I) The challenges of working together

What do you think that will be important when working with a team?

1. What are the skills needed to contact clients?

Activity to do:

(1) The challenges of working together

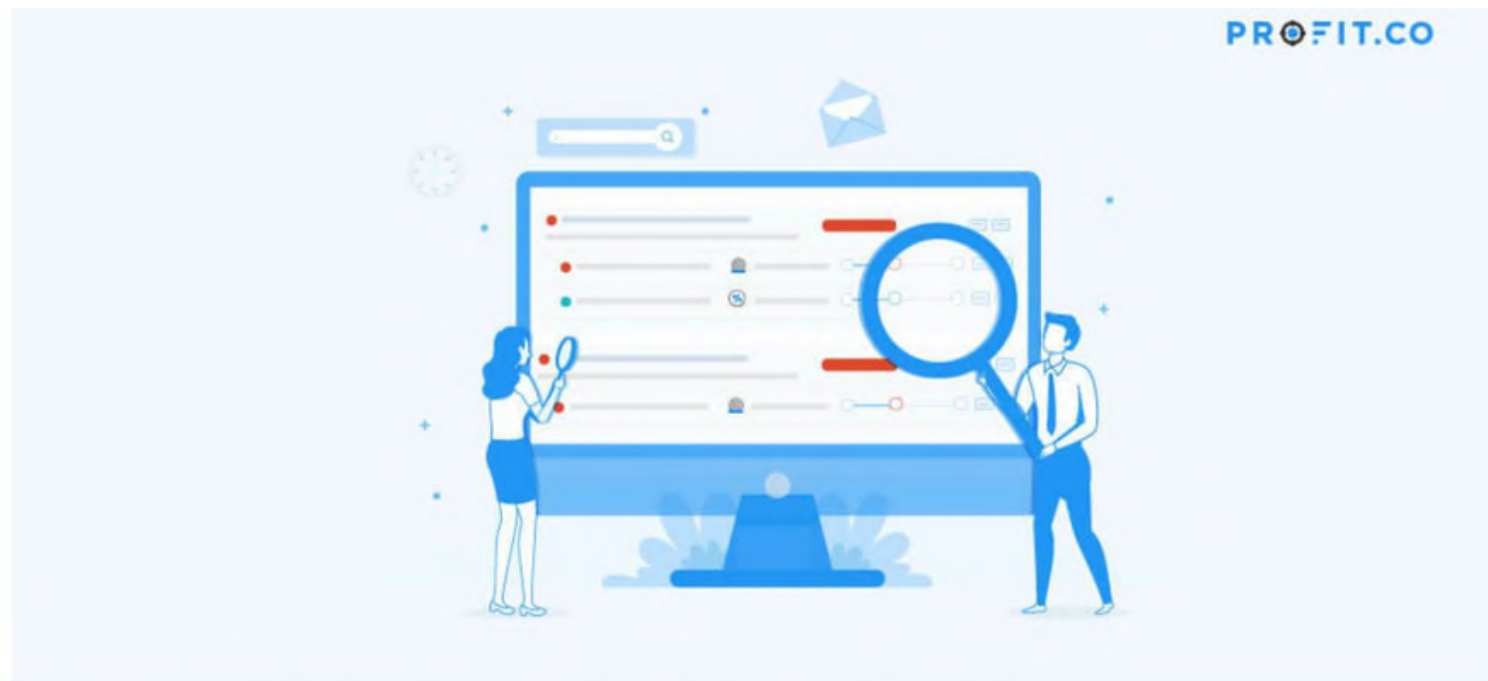**What do you think that will be important when working with a team?**

2. List the skills for working together

Activity to do:

(I) The challenges of working together

Other useful links

The importance of Partnership in business

What's the Role of Relationships in Business?

Business is a social act. The relationships among a network of stakeholders define an organization and account for a great deal of the success or failure of a global brand.
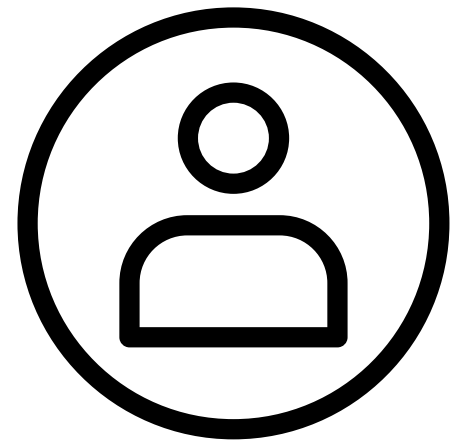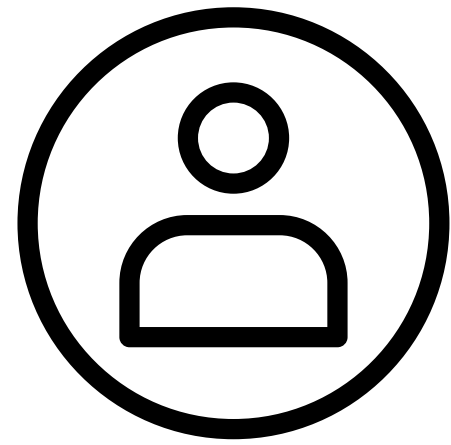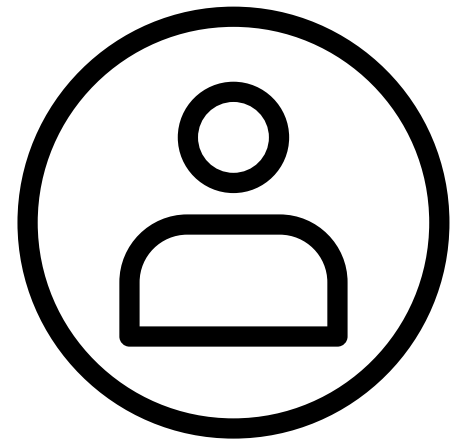
YI Yale Insights

(2) Working together efficiently

(2) Working together efficiently
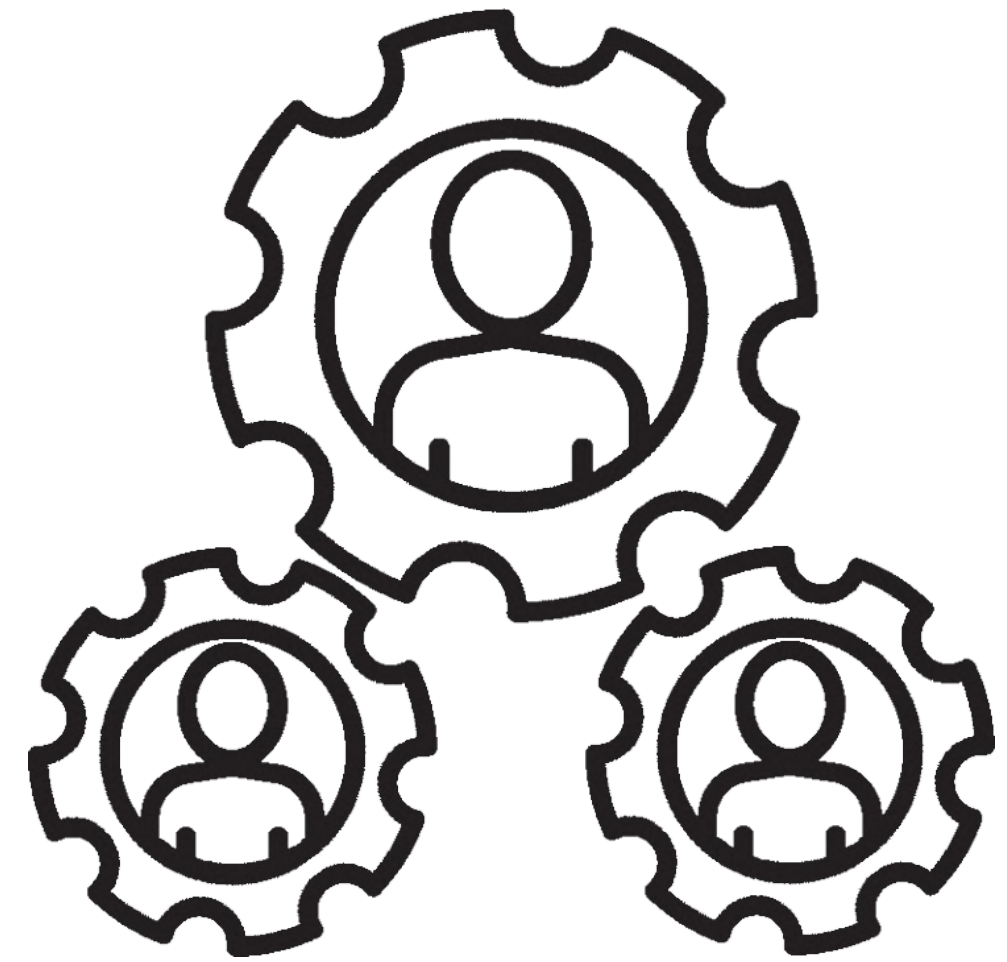
What do you think about these images?

(2) Working together efficiently
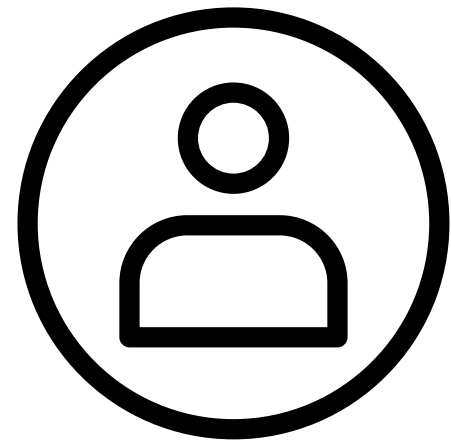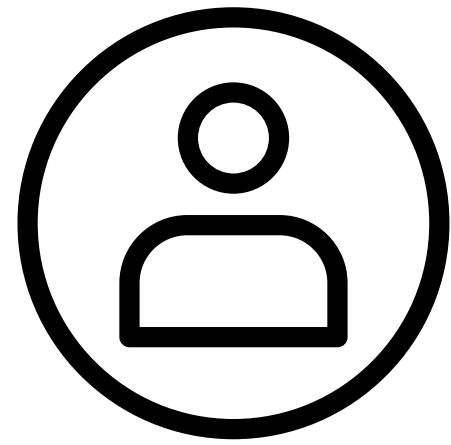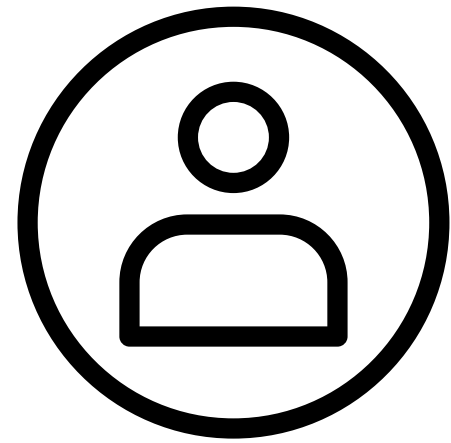
What do you think about these images?
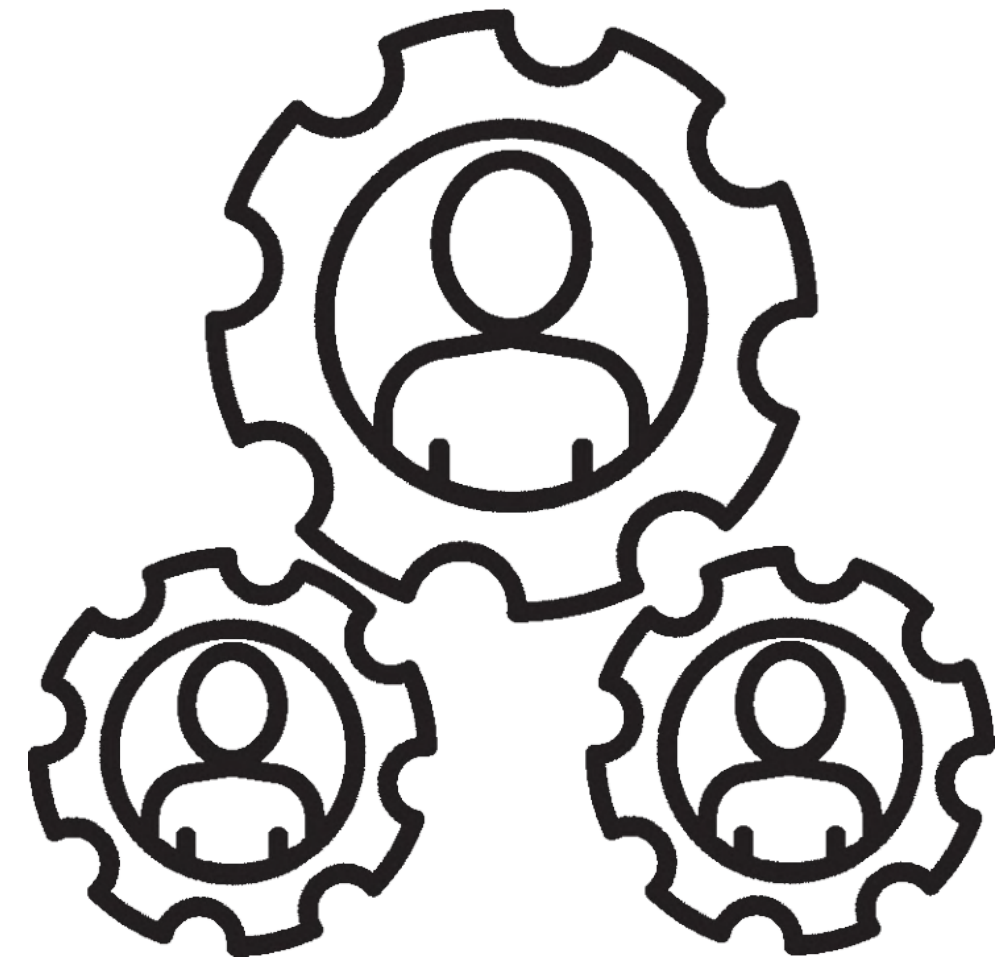
Group

Team

(2) Working together efficiently

Developing good personal relationships and consolidating cooperation strategies requires understanding the differences between a group and a team.

A good entrepreneur, and a good manager, recognizes the importance and value of others.

! You need a team, a group it's not enough!
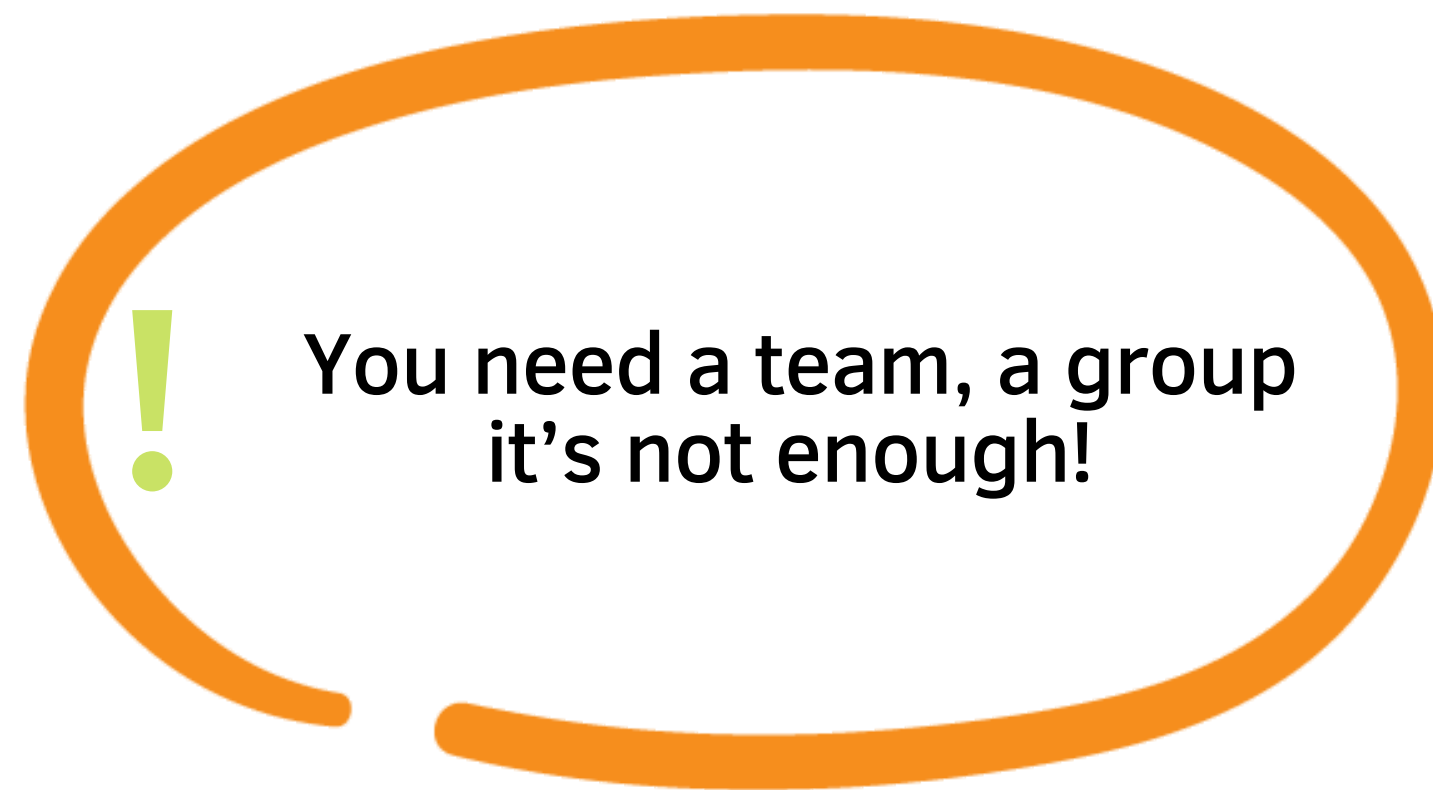
(2) Working together efficiently

Working as a Group

A group of people can work in a location and achieve objectives without:

- establish interpersonal relationships;
- sharing and communicating;
- having in mind collective goals
- diversity.

Working as a Team

A team works in an organic way:

- the relationship between people;
- the recognition of the differences between them;
- the assignment of different roles to each;
- the recognition and sharing of values;
- the trust in yourself and others.

!

(2) Working together efficiently

Working as a Group implies:

▪ Persons;

▪ Can work alone;

▪ No need of communication;

▪ Commitment & Confidence may not be experienced.

Working as a Team implies:

▪ Persons;

▪ Can work alone;

▪ Communication (listening and speaking modalities);

▪ Commitment (behaviour styles);

▪ Confidence.

A group becomes a team when:

- a good interpersonal relationship develops.
- one's recognize the value of others.

- there is trust in yourself and others.
- cooperation strategies are consolidated.

(I) The challenges of working together

What do you think that will be important when working with a team?

2. Role Play options:

2.1: Recruitment

or

2.2:Conflict resolution
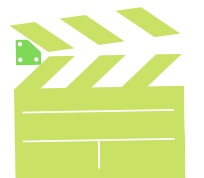
[more information in the annex]

Activity to do:

(2) Working together efficiently

Do you think trust makes a difference?

Do you think it is the condition to work as a team?

(2) Working together efficiently

Can you define trust?
What makes you trust someone?

Activity to do:

(2) Working together efficiently

Can you define trust?

What does it take to trust someone?

After reflecting a about this question before, share your ideas in group.

Activity to do:

(3) What we are talking about when we talk about trust

(3) What we are talking about when we talk about trust

Trust is very easy to understand and exemplify...but what does it mean in practice?

Practical Example:

Trust is when you accept a company Licence Agreement without reading it. An iTunes licence agreement, for example, is 229 pages, so few people read it before accepting it.

You don't know what you agree to, but you agree, because you trust the company.

(3) What we are talking about when we talk about trust

Trust is very easy to understand and exemplify...but what does it mean in practice?

Definition:

It is possible to define **Trust** following James Davis conceptualization:

" Trust is a willingness to be vulnerable. You choose to take the risk and to be vulnerable to the other entity "

(3) What we are talking about when we talk about trust

If you want to further explore the definition of trust , watch this video

[Optional video]

Building trust | James Davis | TEDxUSU

Watch on YouTube

(4) Building Teams

(4) Building Teams... begin with yourself

The first step to building confidence and be able to work with other people is:

Having confidence in yourself!

(4) Building Teams... begin with yourself

Be consistent with what you think, say and do

Be the "example"

Respect yourself and others

Having confidence in yourself is

Have the knowledge and skills

To have confidence in my abilities

Empathetic communication

Work with passion, perseverance, honesty, sincerity:
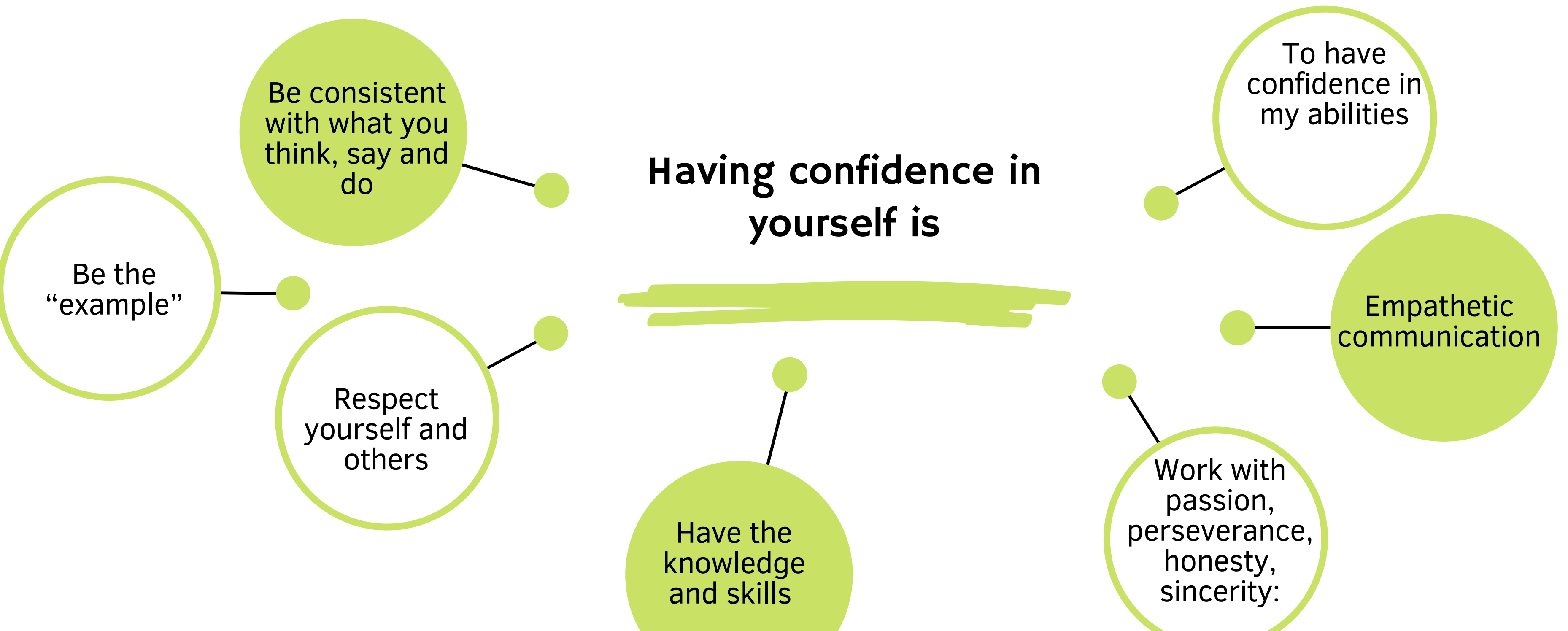
(4) Building Teams... features

- A team cannot be proposed, **it must be built.**
- The Team is built through the **recognition of differences**.
- Everybody in a team adds something (through the interaction with others) and have a specific role. **Roles and hierarchies are important, needed and useful.**
- Members of a team are not equal, but are **all important.**
- **The 3Cs of teamwork:**
  - Commitment (behaviour styles);
  - Communication (listening and speaking modalities);
  - Confidence.

(4) Building Teams... the importance of trust
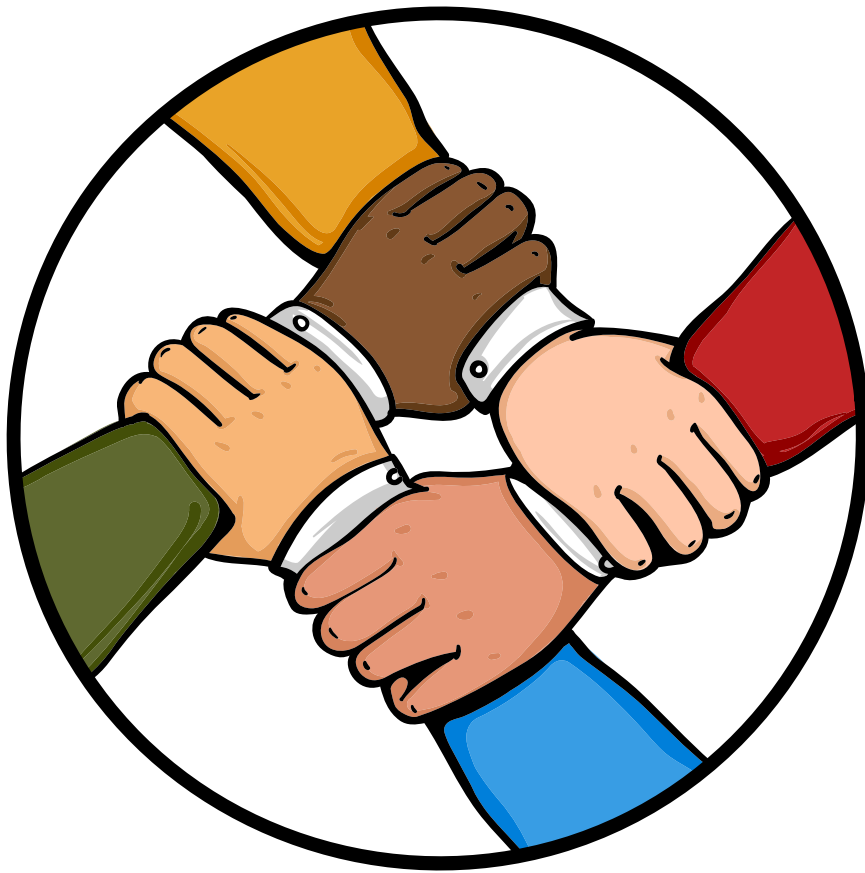
- Without trust there is no team, cooperation, neither exchange of any kind.

- Relationships depend on trust. The essence of relations is trust.

- Trust is very difficult to achieve, and it is very fragile. It can break easily and repair it is a huge challenge.

- Despite its importance, theoretically it is very difficult to define it, and it is used and interpreted in several ways.

(4) From groups to teams... and then to trust

Is it possible to recognise trust?

Listen and then comment the video, and share your thoughts.

[Optional video]

(5) The drivers of Trust

(5) The drivers of Trust

Perceived Ability

Understanding each ones' abilities

Perceived Benevolence and Empathy

Care about the others and understanding their problems

Perceived Integrity and Authenticity

Have a set of values, defend it, be transparent. Concordance in those discourses and practices.

(5) The drivers of Trust

Suggested view time:

Begin: minute 3

Finish: minute 9

(5) The drivers of Trust

Perceived Ability

Understanding each ones' abilities

Perceived Benevolence and Empathy

Care about the others and understanding their problems

Perceived Integrity and Authenticity

Have a set of values, defend it, be transparent. Concordance in those discourses and practices.

If one of these drivers fail, trust is in danger

(5) The drivers of Trust

In entrepreneurship we should deal with two kinds of trust

a) On the project

b) On the people

Both have risk area that should be considered.

(5) The drivers of Trust

Other useful links

Why Trust is Important in Business

In today's business world, trust tends to be neglected. The reasons why trust is important in business cannot be overemphasized. SEE MORE...

SmallBusinessify.com / Jun 11, 2021

Workplace trust and transparency | Ben Hempstead | TEDxSnoIsleLibra...

Watch on YouTube

Activity to do:

(6) Practical recommendations

& module evaluation

(7) Practical recommendations & module evaluation

Even if your project is single-owner entrepreneurship you need other actors to work, to share experiences and knowledge

The is a need to work together as a team:
Producers, distributors, suppliers, employees or clients are part of your network.

Recognize the importance and value of others/trust them/trust in your business project.

(7) Practical recommendations & module evaluation

Even if your project is single-owner entrepreneurship you need other actors to work, to share experiences and knowledge

The is a need to work together as a team: Producers, distributors, suppliers, employees or clients are part of your network.

Recognize the importance and value of others/trust them/trust in your business project.

Building Teams... the importance of trust

Without trust there is no team, cooperation, neither exchange of any kind.

Relationships depend on trust. The essence of relations is trust.

Trust is very difficult to achieve, and it is very fragile. It can break easily and repair it is a huge challenge.

Despite its importance, theoretically it is very difficult to define it, and it is used and interpreted in several ways.

(7) Practical recommendations & module evaluation

Start by reviewing how the module itself went and then go on to discuss what participants learn

1. Did you enjoy it? What did you like and what did you dislike about it?

2. Were there any surprises in the way the topics were approached? Which?

3. Do you want to add any ideas concerning the proposals?

4. Did you report any experiences related to building trust?

(7) Practical recommendations & module evaluation

Reminder:

Expected Results

After completion of this module you will be able to:

identify the drivers of trust and to apply them to self and others;

work efficiently in a team: to recognize the importance and value of others; to develop cooperation strategies;

evaluate yourself and the characteristics to improve.

After this module, do you feel able to define / identify / recognise these topics?

Thank you for your participation!

Follow us !

@ESTEEM project

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