

Building Trust in Leadership

Design Document by Gerri Tumblin

<i>Business Purpose</i>	Trust is one of the essential foundations of true leadership. A manager's role as a trusted leader is pivotal, and ever-changing with dynamic issues that arise daily. The ability to foster trust between managers and their team is a cornerstone to the success of their department and in turn, the company! Each team has a responsibility to bring their very best and it stems from mutual trust and respect from the top down. In this training, senior managers will identify the true definition, the intuitive definition and it's characteristics and cultivate strong skills to encourage a mutually trustworthy relationship on their team.
<i>Target Audience</i>	Senior Managers
<i>Training Time</i>	40 min total
<i>Training Recommendation</i>	Annual in-person training to instill consistent, positive behaviors in managers and reinforce building strong soft skills through discussion, reflections and interactions
<i>Deliverables</i>	<ul style="list-style-type: none">• Power Point presentation with Facilitator Guide• Participation Guide
<i>Learning Objectives</i>	By the end of this course, participants will be able to: <ul style="list-style-type: none">• Identify trust and its characteristics.• Apply strong interpersonal skills that promote trust.
<i>Training Outline</i>	<ul style="list-style-type: none">• Welcome• Agenda• Ground Rules• Learning Objectives• <u>Icebreaker Activity</u>: Slido poll: What is trust to you in one word?<ul style="list-style-type: none">▪ Discuss word cloud briefly.• Identify Trust<ul style="list-style-type: none">▪ Formal definition as per Webster's: encourage notes▪ Characteristic/Qualities<ul style="list-style-type: none">• <u>Activity</u>: Take Self-Assessment and share out opportunities and wins.<ul style="list-style-type: none">○ For wins: share something specific from your team recently.• List of characteristics: take notes• <u>Activity</u>: Writing Reflection. Use Participant guide to write down a leader you respect and WHY?<ul style="list-style-type: none">○ Share out responses to promote discussion of characteristics and qualities that resonate and are relevant.• Apply Interpersonal Skills

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	<ul style="list-style-type: none">▪ List: Active listening, collaboration, patience, flexibility, empathy, consistency, respect, reliability: take notes<ul style="list-style-type: none">• Close up: Active Listening▪ <u>Activity</u>: Clear and Concise communication practice: Telephone game: If a group is 10 or less play as one group. Stop halfway to hear the response to check for accuracy and consistency.▪ <u>Activity</u>: Active listening: Two Truths and a Lie with partners.<ul style="list-style-type: none">• Review LOs• Conclusion/Wrap Up/Thank you
<i>Assessment</i>	Primarily through observation practice during the training, but additionally can be garnered through further observation, surveys, and interviews at scheduled times during the workday.

Rationale behind modality and visual design:

I chose PowerPoint because I have easy access to the tool and can create a nice presentation with it for a live audience. As per the given prompt, it appeared this training was an in person training, so this modality would work well and give participants a chance to interact with partners. There could be a short participation guide for them to take notes and write their reflections.

I chose the puzzle background because trust is one of many vital “pieces” in developing and refining leadership skills. I chose a playful and colorful palette to coordinate with the puzzle and playful theme. I chose a sans-serif font and rounded, softer edges throughout the layout and contrasted that with a true drawn italic decorative font.

Rationale behind content:

There are two key learning objectives, but there could have been a third: I wanted to keep the training a little shorter, and fun, but also relevant. I organized it with basic, foundational information and then built up a bit into more details. Starting with the word cloud, the formal definition, a self-assessment and reflection about an admired leader, I felt these would be solid ways to establish a groundwork for more specifics and application (or recall if a previous training on this topic has already been presented).

Then reviewing more characteristics and applying those to games are meant to put trust-related qualities to the test through high engagement and interaction.

This training would probably take about 40 minutes, depending on how long they took with the games.