

# MODULE 2

## TRUST, ONE PERSON AT A TIME



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### PREP PROMPT

Describe the most trusting relationship in your life.

### PRINCIPLES FOR TRUST

1. Consistent Behavior
2. Clear, Courageous Communication
3. Integrity
4. Think in "We" terms

### CASCADE CHATS

I	II	III	IV
Culture	BSWH	Now	Legacy
Who would you consider to be the most trustworthy person in our culture?	Who do you think is the most trustworthy person at BSWH?	Pick a relationship where you'd like to build trust and have a conversation about how to do it.	What's an aspect of trust that you personally want to be remembered for?

## OVERVIEW

L01: Be able to describe trust, and understand why trust matters  
L02: Describe the core principles of trust

### Engagement Strategy:

Introducing the fundamentals of trust. Familiarization with the concept of Empowered Execution. Discuss behaviors that build trust/empowerment. Exercise on the personal interpretations of trust. Personal reflection on a trusting relationship. Explore the concepts of relational goodwill. Explore a case study on interpersonal conflict at work.

### Synch Matrix:

	Start	End	Activity	Facilitator Notes
A	0:00	3:30	Main Intro / "Describe" Exercise	This would be a great opening dialogue for all team members
B	3:30	9:15	Instructor/Topic Intro	Trust is a concept, a currency, an effect, a behavior
C	9:15	11:00	VUCA	Empowerment essential in Volatile, Uncertain, Complex, Ambiguous environment
D	11:00	13:25	"Examine" Exercise	What trust is and Why it matters...works well as a group discussion
E	13:25	15:40	What Trust Is	Relationship, Have Each Other's Back, Doing What's Right, Be Vulnerable
F	15:40	18:30	Why Trust Matters	Creates Goodwill, Creates Engagement, Enables Creativity, Collaboration, Happiness
G	18:30	21:10	"Reflect" Exercise	Someone who trusted you... How'd it make you feel? How'd it impact your life? This exercise probably works best where everyone can share, so put the group into pairs (dyads)
H	21:10	24:00	Trust Principles	Consistent, Courageous Communication, Integrity, "We" Terms
I	24:00	29:35	"Explore" Exercise	Case-Ex of Dr. Aval Green dealing with conflict in her team. Watch the video ahead of time, think of how you would've handled the situation if you were in her shoes (Dr. Green's). Allow the team members to write down how they would've handled the situation, then discuss the concept of relational goodwill as a group. Did the team members here have goodwill in their relationship? How do you know? What would a good relationship have done to prevent this situation or mitigate the issues?
	29:35	31:00	Conclusion	

Sources:  
LeBoeuf  
Lampley  
Tunji  
Zak  
Kasson

## DISCUSSION GUIDE

**A** Where do you place your trust?



DESCRIBE

**B** TRUST

1. Is a Mental & Emotional Concept
2. Is a Currency
3. Is an Effect

"Leadership Training requires ATTENTION and INTENTION."

**C** Volatile  
Uncertain  
Complex  
Ambiguous

**D**

- What is Trust?
- Why does it matter?



EXAMINE

**E** TRUST

1. A Relationship
2. Having Each Other's Back
3. Doing What's Right, Not What's Easy
4. Willing to Be Vulnerable

## DISCUSSION GUIDE

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### F TRUST MATTERS

1. Creates Goodwill
2. Encourages Engagement
3. Allows for Creativity
4. Encourages Collaboration
5. Sets Conditions for Happiness

- G**
- Think of a person who trusted you.
  - How did being trusted make you feel?
  - How did being trusted impact your life?



### H TRUST PRINCIPLES

1. Consistent Behavior
2. Clear, Courageous Communication
3. Integrity
4. Think in "We" terms

- I**
- How might the concept of "relational goodwill" explain the issue we see here?



## TAKE-AWAYS

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INSIGHTS:

ACTIONS:

# 2

## CASCADE CHATS

These exercises are meant to deepen the learning and experience between modules for participants and their teams. Use blank spaces to record personal reflections prior to discussions. Update notes during the conversation.

I	Culture	Who would you consider to be the most trustworthy person in our culture?	
II	BSWH	Who do you think is the most trustworthy person at BSWH?	
III	Now	Pick a relationship where you'd like to build trust and have a conversation about how to do it.	
IV	Legacy	What's an aspect of trust that you personally want to be remembered for?	