

Building Trust in Groups

FOCUS ON FACILITATION COMMUNITY OF PRACTICE

MAY 15, 2019

BARB BICKFORD

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Introductions

in·tro·duc·tion

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- Your name
- Your affiliation
- One way you foster trust in groups



What is Trust?

“Firm belief in the reliability, truth, ability, or strength of someone or something”

----Webster's Dictionary



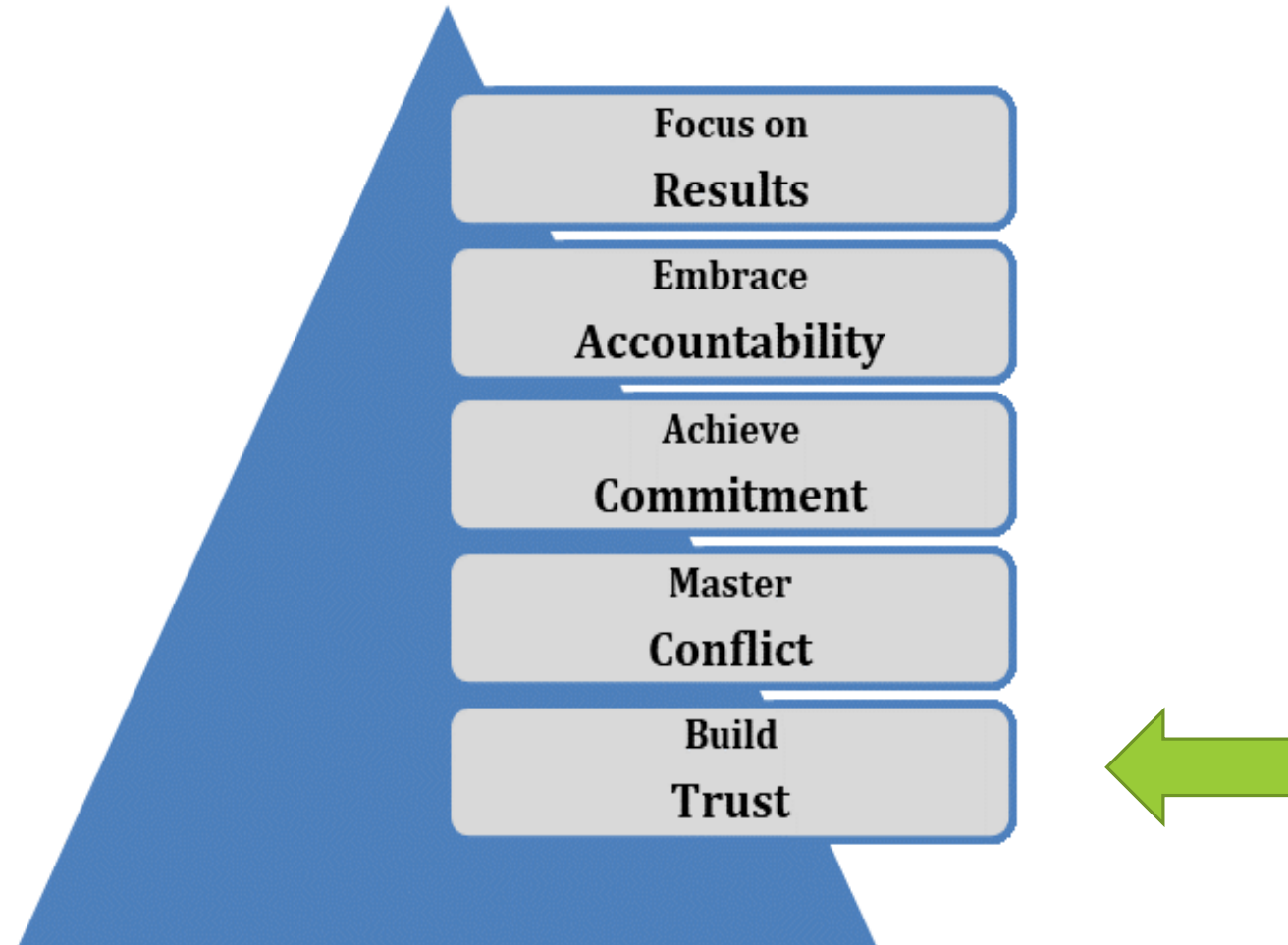
Would you trust these foundations?



How about this foundation?

The “Advantage Teamwork” model

Trust is the
foundation –
everything
rests on it!



Source: Patrick Lencioni, adapted by Barb Bickford

“Five Dysfunctions” Model



Patrick Lencioni, adapted by Amy Climer, PhD

Coyle Model for Successful Groups



Daniel Coyle, *The Culture Code: The Secrets of Highly Successful Groups*

Case Study



Five Key Dynamics :

- Psychological safety
 - Dependability
 - Structure & clarity
 - Meaning of work
 - Impact of work
- } Trust

Feeling safe correlates with:



- Admitting mistakes
- Partnering
- Taking on new work
- Using diverse ideas
- Less turnover
- More revenue
- More “effectiveness”

Results

TRIZ on Trust: Part 1

What behaviors erode or destroy trust in a group?

During the next three minutes, make a list of everything group members or facilitators could do to erode or destroy trust in groups

Debrief



Guest Speaker

Emily



Photo source: Wikipedia

“Anyone wanting to build a high-trust organization must start by looking in the mirror... Team members who see leaders working on shortcomings will tend to trust them.”

-- Joel Peterson, *The Ten Laws of Trust*



TRIZ on Trust: Part 2

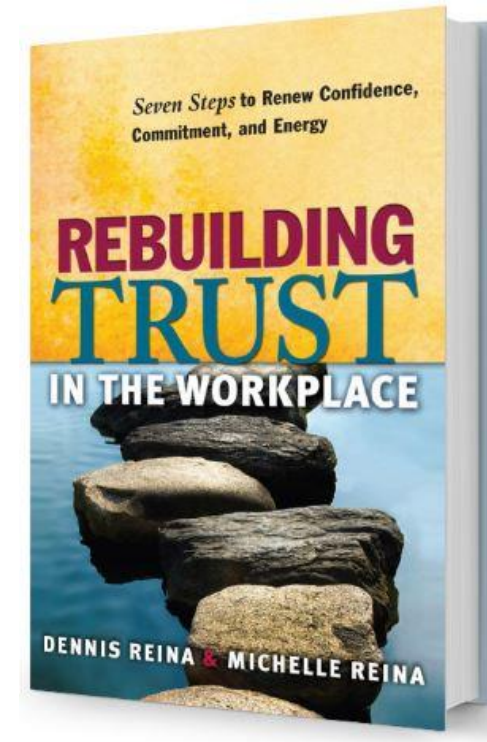
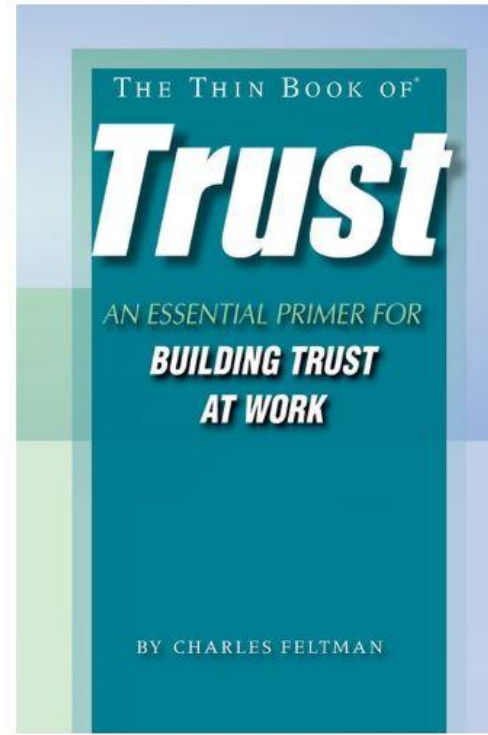
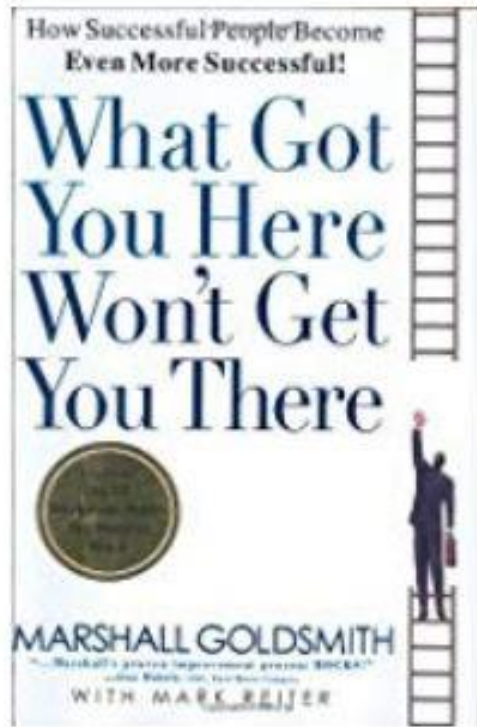
How can I build trust by changing my own behavior?

TRIZ on Trust: Part 2

How can I build trust by changing my own behavior?

Detailed instructions are on page 4 of the handout. For those without a handout:

- *On your list, star behaviors that you yourself do (in any way, shape or form)*
- *Pick one of your behaviors that gives you trouble*
- *Imagine what positive results might happen if you could change this behavior*
- *Write a positive statement about how you might change the behavior*
- *Decide on a first step for changing the behavior*
- *Find someone to check in with about progress on your first step. Set a time and date to check in.*



Can you regain trust once it's broken in the workplace?

Debrief



Wrap up

- Trust is the foundation – everything rests on it
- Common trust-eroding behaviors can be corrected
- Facilitators can foster trust by going first

Resources Mentioned

Liberating Structures, by Henri Lipmanowicz and Keith McCandless, 2013

The Five Dysfunctions of a Team, by Patrick Lencioni, 2002. also *The Advantage*, 2012 and *Overcoming the Five Dysfunctions of a Team: A Field Guide*, 2005

The Culture Code, by Daniel Coyle, 2018

The Ten Laws of Trust, by Joel Peterson, 2016

The Etiquette Advantage in Business: Personal Skills for Professional Success, 3rd Edition, by Peter Post, et al. 2014

What Got You Here Won't Get You There, by Marshall Goldsmith, 2007

The Thin Book of Trust, by Charles Feltman, 2008

Rebuilding Trust in the workplace, by Dennis S. Reina and Michelle L. Reina, 2010

For more resources, see p. 6 of the session handout AND the survey results document, in FOF Resources.

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