

# TEAMS AND TRUST

This course combines the framework of Patrick Lencioni's Five Behaviors® model with the teachings of Charlie Green, the author of three best-selling books about trust. Lencioni emphasizes trust as the first and foundational of the Five Behaviors; Green's research, as outlined in *Trust-Based Selling* and *The Trusted Advisor*, examines trust as a fundamental element of the manager-employee relationship. Learners complete a detailed assessment that helps them understand their natural styles and how they align with the critical behaviors that build trust.

## LEARNERS WILL:

- Analyze the Trust Quotient Assessment to identify personal strengths and areas for trust development
- Explore how to create an environment of trust-based leadership by demonstrating credibility, reliability, intimacy, and low self-orientation
- Explore aspects of leading cohesive teams to build trust, master conflict, achieve commitment, embrace accountability, and focus on results

## WHY THIS MATTERS:

Trust is the basis for healthy individual and team relationships. When trust is established, interpersonal relationships and team dynamics improve, enabling the achievement of results.

## ASSESSMENT:

- Trust Quotient Assessment

## DELIVERY OPTIONS:

**In-Person:** 4 or 8 hours

**Live-Online:** 4 hours

**See also:** The Five Behaviors® Team Development; Leading Teams; Trust-Based Leadership