



The Speed of Trust:

The One Thing That Changes Everything

Facilitator: DeeAnn Snaza
Interim Director of Human Resources
Minnesota State University, Mankato
Professional Development Day
Wednesday, January 6, 2010

*Source: Covey, Stephen M.R. (2006) The Speed of Trust.
New York: Simon and Schuster*

HIGH TRUST

Think of a person at work with whom you have a high trust relationship:

- What is it like to work with this person?
- How long does it take to get things done?
- What is communication like?
- What kinds of results are you able to achieve?

LOW TRUST

Think of a person at work with whom you have a low trust relationship

- What is it like to work with this person?
- How long does it take to get things done?
- What is communication like?
- What kind of results are you able to achieve?

CRISIS OF TRUST

- 51% of employees have trust and confidence in senior management
- 36% of employees believe their leaders act with honesty and integrity
- In the last 12 months, 76% of employees have observed illegal or unethical conduct on the job



CRISIS OF TRUST

Students who admitted cheating to get into grad school:

- Liberal arts students – 43%
- Education students – 52%
- Medical students – 63%
- Law students – 63%
- Business students – 75%



ECONOMICS OF TRUST

Trust = ↓ Speed ↑ Cost

↑ Trust = ↑ Speed ↓ Cost

Group Activity:

Discuss at your table ways in which to build trust. What specifically can you do with a boss, co-worker, or direct report that will give people confidence in you? Place on flipchart paper.



13 BEHAVIORS OF A HIGH TRUST LEADER

- Talk Straight
- Demonstrate Respect
- Create Transparency
- Right Wrongs
- Show Loyalty
- Deliver Results
- Get Better
- Confront Reality
- Clarify Expectations
- Practice Accountability
- Listen First
- Keep Commitments
- Extend Trust

For more feedback see: www.whotrustersyou.com

PROFESSIONAL RELATIONSHIP

Identify a professional relationship you would like to improve.

What tells you there is a need to increase trust?

Which 2-3 behaviors will help most in this relationship?

MY ACTION PLAN

To build trust, I will

In the next day....

In the next week...

In the next month...