

Trust Building and Resilience Development

Welcome to the Trust Building and Resilience Development workshop. Creating relationships that are built on trust, and having the tools to be resilient are crucial in creating a workplace that is safe and a solid place for all to work.

This workshop will introduce you to your company's responsibility with regard to promoting honesty, as well as how to deal with the inevitable changes that come along with building a stronger business.

Workshop Objectives:

- Gain the trust of employees by empowering them.
- Promote transparent communication.
- Keep the promises you make.
- Identify different personality types and how to work with them.
- Respect all those you work with.
- Keep stress at bay.
- Overcome adversities.
- Accept and manage change.
- Stay motivated.



TABLE OF CONTENTS

Module One: Getting Started

Workshop Objectives

Pre-Assignment

Pre-Test

Action Plan

Evaluation Form

Module Two: Empower Staff

Set Expectations

Accept Input

Delegate

Supply Resources

Practical Illustration

Module Two: Review Questions

Module Three: Transparent Communication

Verbal

Non-Verbal

Honest Feedback

No Gossip

Practical Illustration

Module Three: Review Questions

Module Four: Keep Promises

Be Organized

Stay Motivated

Don't Overcommit and Under Deliver

Keep Track

Practical Illustration

Module Four: Review Questions

Module Five: Respect

Position

Opinion

Time

Strengths/Weaknesses

Practical Illustration

Module Five: Review Questions

Module Six: Develop Positive Relationships

Get-to-Know Colleagues

Manage Boundaries

Collaborate with Others

Show Appreciation

Practical Illustration

Module Six: Review Questions

Module Seven: Personality Types

The Leader

The Analytical

The Amiable

The Expressive

Practical Illustration

Module Seven: Review Questions

Module Eight: Change: Acceptance and Management

Change is Constant

Dealing with Evolution

The Other Side

Integrate the Change

Practical Illustration

Module Eight: Review Questions

Module Nine: Overcoming Adversities

Recognize Mistakes

Fix Mistakes

Evaluate Your Improvements

Avoid Same Mistakes in Future

Practical Illustration

Module Nine: Review Questions

Module Ten: Stress Management

Exercise

Balanced Diet

Sleep

Work Under Pressure

Practical Illustration

Module Ten: Review Questions

Module Eleven: Stay Motivated

Keep End Goal in Mind

Be Optimistic

Like-Minded People

Reward Yourself

Practical Illustration

Module Eleven: Review Questions

Module Twelve: Wrapping Up

Words from the Wise

Lessons Learned