March 19, 2019

BUILDING TRUST
IN THE WORKPLACE

How I define trust:

Why is trust necessary to keep workplaces safe?

Trust is comprised of:

1. ___________________________ and 2. ___________________________

Concepts used with permission from Leading at the Speed of Trust
Strategies to influence airline passengers:

DEFINITION

**Influence**: The ability to change behavior. It’s one of the most important capacities we possess.

1. What results are you trying to achieve in the mine regarding safety?
   - Specific
   - Measurable
   - Attainable
   - Relevant
   - Time-bound

*Concepts used with permission from Influencer: the New Science of Leading Change*
2. What are some vital behaviors in the mine connected to safety?

<table>
<thead>
<tr>
<th>Vital behaviors</th>
<th>Crucial moments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smallest number of behaviors that create the greatest amount of change in the results you want.</td>
<td>When the behavior is most likely to occur – times, places and circumstances.</td>
</tr>
</tbody>
</table>

3. Circle the sources that could help you achieve your desired result. How could the mine use those strategies?

Concepts used with permission from Influencer: the New Science of Leading Change
Amy Leneker, MPA  
Leadership Consultant

COMMITMENT
I am committed to helping leaders and teams achieve extraordinary results by building trust, displaying courage and offering hope.

AREAS OF EXPERTISE
Leadership Development  
Team Development  
Employee Engagement  
Leadership Transitions  
Organizational Conflict  
Facilitating Executive Teams

Team Development
I specialize in helping teams build and maintain trust. In a high trust culture, teams are engaged and achieve extraordinary results. I conduct assessments of teams and provide data-driven recommendations to leaders for action.

- I have a proven track record for helping leaders and teams build trust and thrive.

Facilitation
I dedicate time upfront to listen and gain clarity on what success looks like and then facilitate towards achievement. I guide and support the development of vision, mission and values and how to make those come alive in an organization.

- I have designed and facilitated hundreds of meetings and retreats for executives, leaders and teams.

Trainings and Workshops
I am a Certified Trainer known for making training relevant, memorable and fun. I’m well-versed in adult learning theory and teach graduate level courses in leadership development.

- I have designed and delivered training and workshops to thousands of leaders and practitioners.

Coaching
I coach executives, leaders and teams to gain clarity and achieve results. I help leaders identify and close skill gaps so they can lead with even more influence.

- I am a Certified Mediator and have mediated hundreds of workplace disputes.

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