



# Leading at the *Speed of Trust*<sup>®</sup>

Trust: A tangible and measurable performance multiplier.



## Trust is today's currency—and everything a leader says and does affects the level of trust in their team.

**When trust is low**, people become suspicious, guard communication, speculate, and disengage. As a result, productivity grinds to a crawl, and costs increase. We call these trust taxes.

**When trust is high**, people become confident, and communication, creativity, and engagement improve. As a result, productivity speeds up, and costs decrease. We call these trust dividends.

Leading at the *Speed of Trust*<sup>®</sup> helps leaders strengthen their trust signals to convert trust taxes into trust dividends and propel their team further, faster.



Challenge	Solution
Remote or hybrid employees don't feel trusted by their leader, so they disengage.	High trust leaders amplify confidence for others as they intentionally model a combination of the 4 Cores of Credibility and the 13 Behaviours <sup>®</sup> of High Trust, creating a culture of connection and belonging.
There's a lack of communication and collaboration within intact or cross-functional teams.	High-trust leaders are clear about their desires and intentionally "Create Transparency" and "Talk Truthfully" to strengthen relationships, create open dialogue, and increase productivity.
There's a lack of psychological safety within the team.	High-trust leaders have open and fully honest communication leveraging the 4 Cores of Credibility—especially integrity and intent—while skillfully modelling the 13 Behaviours of High Trust.

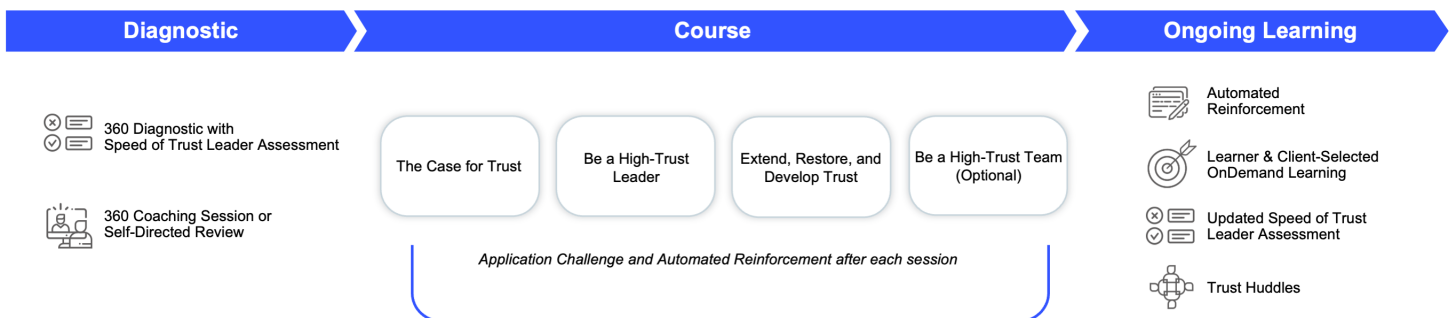
Session	Participants will be able to:
<b>The Case for Trust</b>	<ul style="list-style-type: none"> <li>“See” and measure the impact of trust on speed and cost of work to convert trust taxes into trust dividends.</li> <li>Understand that credibility and behaviour are always connected to be a model of high-trust.</li> </ul>
<b>Be a High-Trust Leader</b>	<ul style="list-style-type: none"> <li>Discover evidence of high- and low- personal trust through the <i>Speed of Trust</i> Leader Assessment.</li> <li>Model personal credibility, demonstrate high-trust behaviours, and avoid counterfeit behaviours to generate trust dividends.</li> </ul>
<b>Extend, Restore, and Develop Trust</b>	<ul style="list-style-type: none"> <li>Prepare for and structure conversations that extend, restore, and develop trust in relationships.</li> </ul>
<b>Be a High-Trust Team</b> (Optional for intact teams.)	<ul style="list-style-type: none"> <li>Discover evidence of high- and low-team trust through the <i>Speed of Trust</i> Team Assessment.</li> <li>Model credibility and demonstrate high-trust behaviours as a collective team.</li> </ul>

### Delivery Options

Leading at the *Speed of Trust* consists of three sessions and is available in multiple learning modalities, each includes reinforcement microlearning. An optional fourth session is available Live In-Person or Live-Online for intact teams who have completed a *Speed of Trust* course.

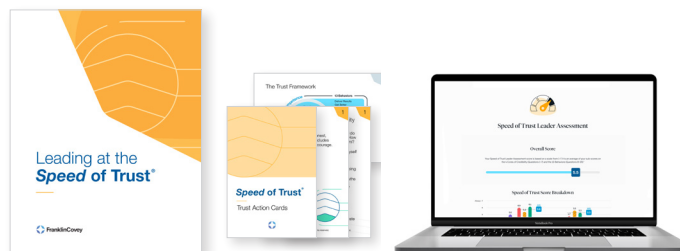
Live In-Person	Live-Online	On Demand
Three 120-minute sessions (Optional fourth session for intact teams.)	Three 90-minute sessions (Optional fourth session for intact teams.)	Three 30-minute modules

### Example Impact Journey



### Product Components

- Participant Guide
- Speed of Trust* Cards
- Speed of Trust* Leader Assessment



The FranklinCovey All Access Pass® allows you to expand your reach, achieve your business objectives, and sustainably impact performance. It provides access to a vast library of FranklinCovey content, including assessments, training courses, tools, and resources available Live In-Person, Live-Online, and On Demand. For more information, contact your FranklinCovey client partner, visit [franklincovey.com.au](http://franklincovey.com.au), or call 1800 786 346

\* Khoury, Ghassan, and Steve Crabtree. "Are Businesses Worldwide Suffering From a Trust Crisis?" The Real Future of Work: The Trust Issue 3. (February 6, 2019) Gallup. †Johannsen, Rebecca, and Paul J. Zak. "The Neuroscience of Organisational Trust and Business Performance: Findings from United States Working Adults and an Intervention at an Online Retailer." *Frontiers in Psychology* 11 (January 11, 2021). ‡ Bush, Michael C., and Dan Ariely. Essay. In *A Great Place to Work for All: Better for Business, Better for People, Better for the World*, 58–60. Oakland, CA: Berrett-Koehler Publishers, 2018.