Building Trust in Groups

FOCUS ON FACILITATION COMMUNITY OF PRACTICE

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Introductions

➢ Your name
➢ Your affiliation
➢ One way you foster trust in groups
Today’s objectives

➢ Share models of trust
➢ Be aware of behaviors of trust
➢ Explore how to foster trust
What is Trust?

“Firm belief in the reliability, truth, ability, or strength of someone or something”

----Webster’s Dictionary
Would you trust these foundations?
How about this foundation?
Trust is the foundation – everything rests on it!

Source: Patrick Lencioni, adapted by Barb Bickford
“Five Dysfunctions” Model

WHAT GETS IN THE WAY
- Status and ego
- Low standards
- Ambiguity
- Artificial harmony
- Invulnerability

Avoidance of Accountability
- Lack of Commitment
- Fear of Conflict
- Absence of Trust

THE ROLE OF THE LEADER
- Focus on collective outcomes
- Confront difficult issues
- Force clarity and closure
- Mine for conflict
- Go first!

Patrick Lencioni, adapted by Amy Climer, PhD

Leaders go first
Coyle Model for Successful Groups

Daniel Coyle, The Culture Code: The Secrets of Highly Successful Groups
Case Study

Five Key Dynamics:
- Psychological safety
- Dependability
- Structure & clarity
- Meaning of work
- Impact of work

Trust
Feeling safe correlates with:

- Admitting mistakes
- Partnering
- Taking on new work
- Using diverse ideas
- Less turnover
- More revenue
- More “effectiveness”
TRIZ on Trust: Part 1

What behaviors erode or destroy trust in a group?

During the next three minutes, make a list of everything group members or facilitators could do to erode or destroy trust in groups
Debrief
Guest Speaker

“Anyone wanting to build a high-trust organization must start by looking in the mirror... Team members who see leaders working on shortcomings will tend to trust them.”

-- Joel Peterson, *The Ten Laws of Trust*
How can I build trust by changing my own behavior?
TRIZ on Trust: Part 2

How can I build trust by changing my own behavior?

*Detailed instructions are on page 4 of the handout. For those without a handout:*

- On your list, star behaviors that you yourself do (in any way, shape or form)
- Pick one of your behaviors that gives you trouble
- Imagine what positive results might happen if you could change this behavior
- Write a positive statement about how you might change the behavior
- Decide on a first step for changing the behavior
- Find someone to check in with about progress on your first step. Set a time and date to check in.
Can you regain trust once it’s broken in the workplace?
Debrief
Wrap up

➢ Trust is the foundation – everything rests on it
➢ Common trust-eroding behaviors can be corrected
➢ Facilitators can foster trust by going first
Liberating Structures, by Henri Lipmanowicz and Keith McCandless, 2013


The Culture Code, by Daniel Coyle, 2018

The Ten Laws of Trust, by Joel Peterson, 2016


The Thin Book of Trust, by Charles Feltman, 2008

Rebuilding Trust in the workplace, by Dennis S. Reina and Michelle L. Reina, 2010

For more resources, see p. 6 of the session handout AND the survey results document, in FOF Resources.
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