

Building Trust

Great Leadership Begins with Trust



Trust is essential in public service: hard to earn, easy to lose, and even harder to restore.

Thriving government agencies and public service teams are built on a foundation of trust. When work relationships are rooted in trust, government agencies experience improved communication, stronger community partnerships, and greater collaboration across departments.

However, when trust is broken, the work environment becomes strained. Employees feel disengaged, silos develop, and morale and productivity drop. Without trust, teams cannot be effective at addressing the needs of their communities and coworkers, and public confidence in the agency suffers.

At Blanchard®, we understand how challenging it can be to recognize and address trust issues within your organization. That's why we developed a four-step model that is easy to learn, remember, and apply in real time. Our Building Trust program equips government leaders and employees with the tools to build and restore trust, fostering better collaboration, innovation, and commitment to serving the public.

Outcomes



Strengthen Team
Communication



Drive Innovation in
the Public Sector



Foster Cross-
Departmental
Collaboration



Enhance Public Trust
and Credibility



Learning Objectives

- Identify trust gaps in relationships
- Use strategies to build and restore trust
- Recognize behaviors that build or break trust
- Foster a culture of psychological safety

The Elements of Trust



A framework focused on strengthening the behaviors that build trust.

Who Should Attend?

- Department heads and senior executives
- Supervisors and team leaders
- Frontline managers
- All public sector employees looking to build stronger relationships

Proven Formula to Build Trust in Your Organization

Participants in Building Trust will gain a deeper understanding of how their behaviors impact trust, either strengthening it or eroding it. As your agency develops a common language to talk about trust, employees will feel more empowered to collaborate, share ideas, and seek support when needed, leading to faster problem-solving and better outcomes for the public.

The **Building Trust** program fosters stronger partnerships within teams and across departments. By building trust, you create a more cohesive, motivated, and effective workplace that enables your agency to better fulfill its mission and meet community needs.

Flexible Options to Meet Your Needs

In Person In-depth Learning • Application • Practice • Action Planning

Instructor-Led Training: Half-day session

Virtual In-depth Learning • Application • Practice • Action Planning

Virtual Instructor-Led Training: Prework and two 2-hour virtual sessions

VR Simulation: Two-module immersive experience that is fully asynchronous and allows learners to practice the skills of recognizing trust and restoring trust in a safe environment

Online Awareness • Application • Performance Support

Overview: 35-minute self-paced, flexible, modular, on-demand solution with optional Reflect and Share session

Digital Assets: Micro-activities on various topics that build skills learners can use during moments of need (videos, interactive exercises, tools)

Connect with us:



blanchard.com
760.233.6725

blanchard.