

Breakthrough Performance What's Needed Now?

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The Truth About Trust

Personal Trust

Based on faith in a person's character and integrity, is trust that is most basic and widely understood

Expertise Trust

Reliance on a person's knowledge, skills and ability in a specific subject area

Structural Trust

How someone's position, role, or organizational affiliations affects how they deal with you

Homework

- Briefly describe a situation where you are being blocked or slowed down by another person or group on something you believe is important.
- How are the three types of trust in action in this situation? Think broadly.
- What might you do differently to make more progress?

Homework

What's one thing you let pass, where you should stand and take action?

What's one thing where you and your team are spending time and energy that doesn't really matter?

How do I make it safe for people to express dissent?

What Really Matters

Get Reality
Right



Grow Trust and
Understanding



Make Tensions
Productive



Thank You

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