The Trust Triangle
Team Member Program

Boost Trust - Increase Performance & Resilience

Accredited by

iTOL
INSTITUTE OF TRAINING & OCCUPATIONAL LEARNING

THE TRUST TRIANGLE

Stakeholders say...

- Our teams struggle to give and receive feedback.
- Can you help teams to collaborate better?
- Team members can't communicate confidently.
- Graduates struggle to focus.

Yes we can!

This course effectively addresses the issues above by boosting trust to increase performance and resilience.

> "Remember **teamwork** begins by building **trust**".
> Patrick Lencioni

The Power Of Trust

Compared with people at low-trust companies, people at high-trust companies report:

74% less stress

50% higher productivity

29% more satisfaction with their lives

THE TRUST TRIANGLE

According to the book *5 Dysfunctions of a Team*, absence of trust is the first and most prominent dysfunction.

But you don't need stats to know this. You've experienced it in your business practice. **Mediocore teams produce mediocore results** because:

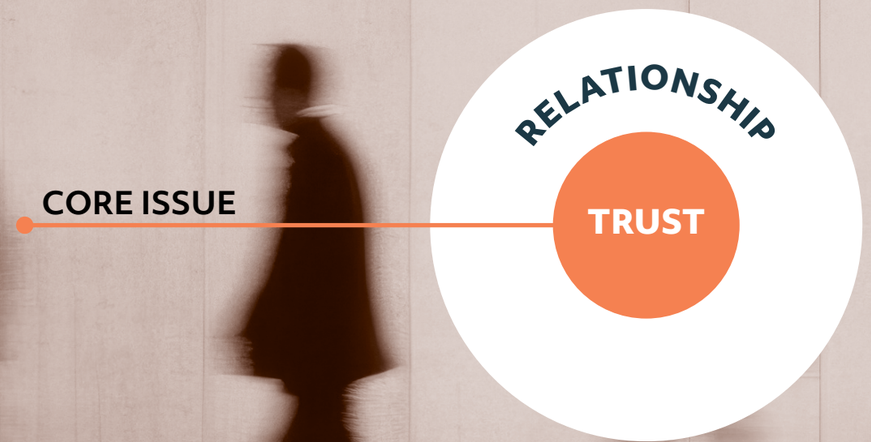
- They don't know how effectively feedback to one another
- They lack confidence
- They have little emotional intelligence

All of this leads to a lack of trust. No trust - no meaningful relationship.

"A **team** is not a group of people who work together.
A team is a group of people who **trust** each other."
Simon Sinek

No Trust - No Relationship

Trust is the foundation of all meaningful relationships and yet traditional methods have focused on the relationship before building a strong and core foundation of Trust. We now know those practices do not deliver the long-term outcomes you seek.



- Try collaborating with a team who have little faith in each other
- Attempt giving feedback to someone who has little or no belief in you
- Try to effectively interact with someone who has no confidence in you

IT DOESN'T WORK...
No Trust - No Meaningful Relationship.

THE TRUST TRIANGLE

Curriculum Overview

The curriculum is focused on boosting trust to increase performance using the methodology of The Trust Triangle (next page).

- Listening Skills
- Feedback Skills
- Effective Prioritisation
- How to consistantly Focus
- Work as a Team
- Increased Emotional Intelligence
- Boost Resilience
- Influence & Impact Skills

A recent study found that when companies offer comprehensive training programs, they have 218% higher income per employee than companies with traditional training. These companies also enjoy a 24% higher profit margin.

We use a blended approach of self paced online modules and live interactive workshops.

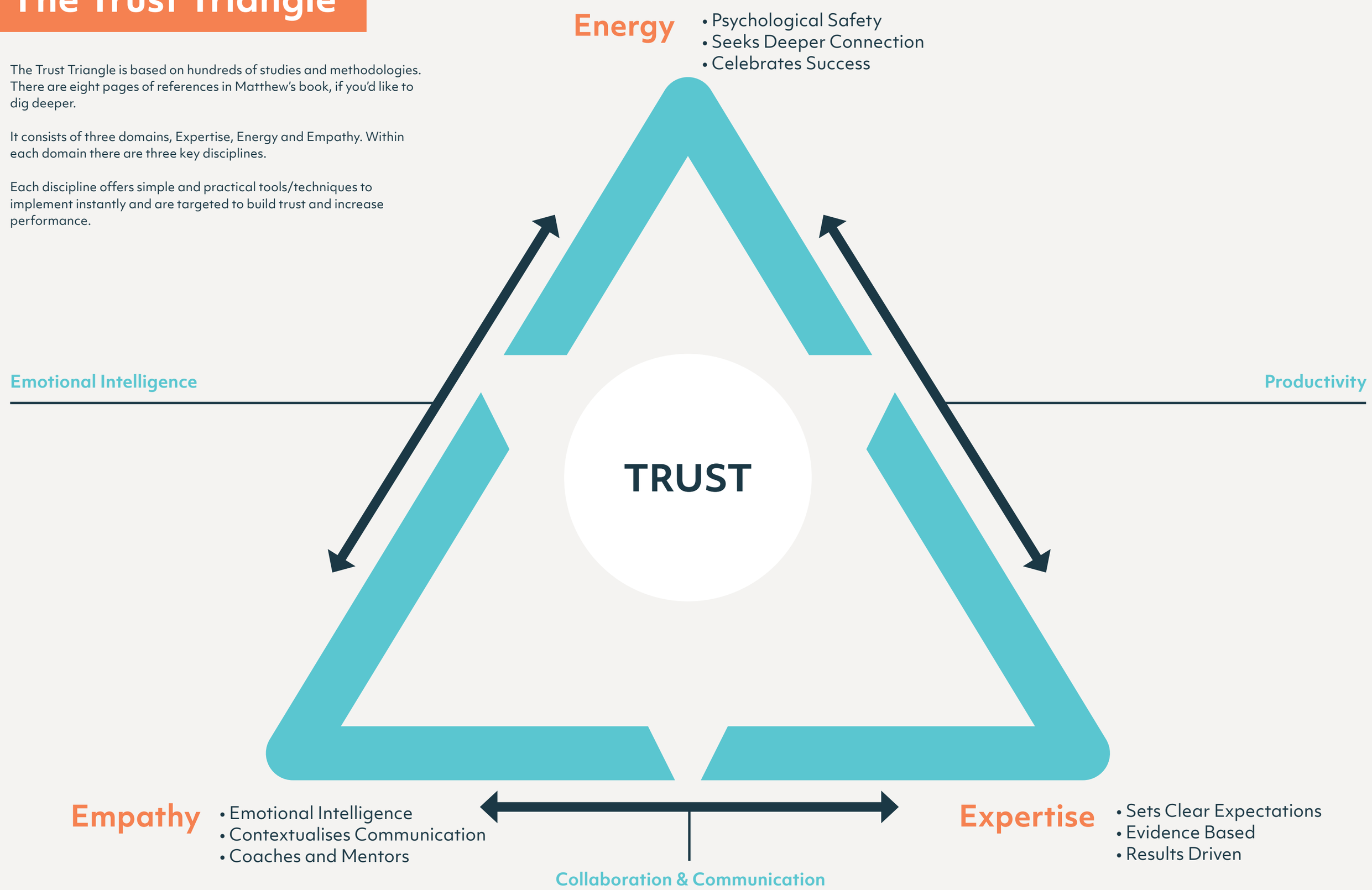
> "Without **trust**, we don't truly **collaborate**."
> Stephen Covey

The Trust Triangle

The Trust Triangle is based on hundreds of studies and methodologies. There are eight pages of references in Matthew's book, if you'd like to dig deeper.

It consists of three domains, Expertise, Energy and Empathy. Within each domain there are three key disciplines.

Each discipline offers simple and practical tools/techniques to implement instantly and are targeted to build trust and increase performance.



How it Works

- Your company is allocated a Trust Triangle Project Manager who will take care of the logistics.
- We book attendees onto the course and answer all queries within 24 hours.
- We watch attendees progress and support them to completion and report back to you.

Online modules are no longer than 20 minutes. They are broadcast quality, bite sized videos, of learning that they then apply when attending live workshops. These are highly interactive and experiential sessions.

Five, online modules

1. Making the Case for Trust
2. Expertise Domain
3. Empathy Domain (Emotional Intelligence)
4. Energy Domain (Feedback Skills)
5. How to increase Focus

Four, live one hour workshops

1. Kick Off Workshop (Listening Skills)
2. Expertise Domain (SMART Goals)
3. Emotional Intelligence
   (Psychometric Assessment included)
4. Feedback Skills

Measuring Success

We include pre-course and post-course assessments in all our interventions to evidence learning and measure success.

These aggregated reports can be downloaded for a team member, a particular team, a locality and everyone involved. We evaluate overall trust improvement and drill down into these particular facets:

- **Productivity**
- **Communication**
- **Collaboration**

THE TRUST TRIANGLE

Team Leader Program Overall Result

Joe Bloggs

PRE-COURSE Trust Score	POST-COURSE Trust Score	Trust Score IMPROVEMENT
23%	80%	57%

THE TRUST TRIANGLE

Forensic Insight Report

STRENGTHS	PRE-COURSE	POST-COURSE	IMPROVEMENT
Productivity	35%	77%	42%
Collaboration	28%	69%	41%
Communication	21%	79%	58%
Emotional Intelligence	13%	85%	72%

THE TRUST TRIANGLE

CERTIFICATE
of GRADUATION

This certificate is presented to

Joe Bloggs

For completing The Trust Triangle Team Leader Program and successfully passing the final assessment.

30/11/2020

GRADUATION AWARD

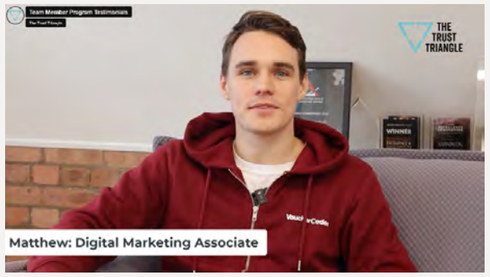
20001

Case Study

VoucherCodes

27 team members took part:

- 38% trust before - 86% after
- **48% increase in trust!**
- 63% improvement in productivity



Click to watch
attendee's experience

Director of People said:

"Amazing course. Team members loved it and there is a tangible change at the workplace. Thanks!"

Click to watch
Director of People experience

Team Scores

Pre-Course Trust Score	Pre-Course Productivity	Pre-Course Collaboration	Pre-Course Communication	Post-Course Trust Score	Post-Course Productivity	Post-Course Collaboration	Post-Course Communication	Trust Score Improvement	Productivity Improvement	Collaboration Improvement	Communication Improvement
38%	18%	53%	41%	86%	81%	89%	87%	48%	63%	37%	46%

FAQs

How much does it cost?

£495.00 +VAT per attendee (minimum 10. Discounts apply for larger groups)

Is this course accredited?

Yes. By ITOL: The Institute of Training and Occupational Learning.

What qualifications do you have?

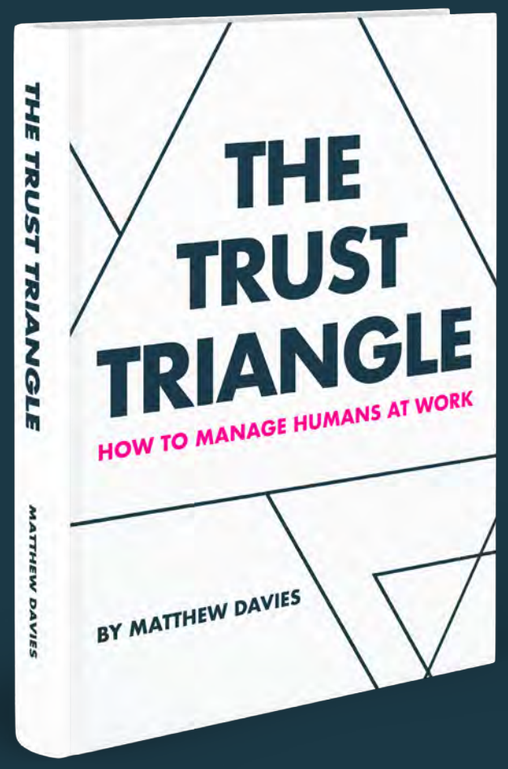
This course is designed by industry professionals with at least CIPD (Level 5 L&D) qualifications. Matthew is also a Fellow of the Learning and Performance Institute and a Fellow of the Association of Coaching. He's a former HR Director and therefore understands the landscape he works in.

More about The Trust Triangle

The Trust Triangle evolved after Matthew was convinced there was a core trust problem in a business where he was VP of People.

Top thought leaders agree about the importance of trust but there wasn't a simple and implementable solution to build trust and increase performance.

Matthew went out to solve that problem with his breakthrough book *The Trust Triangle: How to Manage Humans at Work.*



Matthew Davies is in the people transformation business. He's passionate about enriching trusted relationships at work.

He has trained and coached thousands of professionals over the last 20 years. Matthew is an accredited coaching practitioner with the International Coaching Federation, a member of the Association for Coaching and a fellow of the Learning and Performance Institute.

He has achieved the CIPD Level 5 Diploma (Learning & Development) and is an accredited MBTI practitioner. Matthew has extensive experience as a coach, trainer and speaker (EMEA and America).

Matthew is a consummate communicator who had a previous career as an award-winning BBC broadcaster.

Join the Trust Revolution:

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