

# TrustTalk™

## *Giving you the language to talk about Trust*

This is a powerful tool to use in conducting a developmental dialogue about what the team needs to do to enhance and develop more trust and collaboration.

Each card in the TrustTalk™ deck contains:

- 3 questions to use as conversation starters for team dialogue for that item
- 2 suggestions on what to do differently in the team to create more trust
- 1 suggestion for the team leader to help the team create more team trust and collaboration
- A keyword or phrase to use to pair similar items

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**For more sets of TrustTalk™ cards, you can order on our website or our toll-free number. Call us for quantity discounts.**

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The objective of TrustTalk™ is to give a team concrete language to talk about trust. The items were developed by researching the literature on trust and collaborative workplaces. The items represent how trust within a team can be created or enhanced. Since every team is unique, use the items as a basis for dialogue on what each item means to your team. The items are not meant to be 'prescriptive' in the sense that they 'must' be present in all teams. Instead we'd like to see each team use the items as a basis for creating their own unique definition of what trust means.

*The most important use of the cards is to create the basis for meaningful conversation within teams on the subject of building a high trust atmosphere where members feel comfortable sharing their knowledge, opinions and concerns. The ultimate goal is to create an environment where team members feel their contribution is needed and makes a difference to the team's success.*

## **TRUST AND ENGAGEMENT**

Employees are engaged at work when they: (1) feel comfortable bringing their personal self to work (thoughts, ideas, emotions, physical self), (2) feel their work is meaningful (essential, challenging, and have some control) and (3) when it is safe to engage (people accept their uniqueness, they know what to expect and believe in the organizational purpose). All of these factors are reflected in our model of Trust. High trust leads to engagement, because employees have more energy to work rather than to protect themselves. That is why the stakes are so high for investing the time it takes to learn how to build more trust at work. We hope you find our definition of trust helpful as a basis for defining your own. We recognize trust has many meanings so we encourage you to take the time to discover what it means to those you work with.

Because these items all measure Team Trust, some may seem quite similar. In fact, there are some subtle but important differences. You might want to compare the cards that seem similar and use that as a basis for team dialogue. Each card has one or more keywords or phrases in the lower left hand corner of the front side. Look for the cards with the same keywords and talk about how the different items are related. For example, cards 1-4 all have the keyword, Belonging. You might compare those cards with cards 5-7 that have the keyword, Caring. What is the distinction between belonging and caring in order to create a team Spirit of Unity?

## **SUGGESTED WAYS TO USE THE CARDS:**

### **TeamTrust Assessment**

These items are available as a web-based, confidential development tool. Individual members of the team rate each item in the assessment and you receive a group report showing the team's current score for each item. You can use the cards with or without the assessment. This can be used as a base-line measure for team development activities or as a one-time assessment.

### **Team Building**

- Use the cards as a basis of open dialogue within the team. You can use them in a series of meetings, reviewing one of the six dimensions at a time. Take each card and read the item. Use the conversation starters to talk about the item and review the suggested to-do's and decide if the team wants to take any of the actions.
- Pull one card to review at the end of a weekly (or monthly) team meeting. Spend 10-15 minutes talking about the item and what it means to the team.

- Pull the cards within each dimension that share a keyword or phrase. Spend 30 minutes talking about what that group of items means to the group.

### *If you have the results of the TeamTrust Assessment:*

- Pull the cards that represent the items with the ten lowest scores. Starting with the lowest ranking item, use the Conversation Starters to begin a team dialogue about the item. Be sure to give every team member a chance to respond. Look at the Suggested To-Do's and decide as a team what your team will do to improve trust and collaboration. The last suggestion is for the Team Leader. The Team Leader might use this suggestion to brainstorm what he or she will do to help the team improve team trust.
- Pull the cards that represent the top ten scoring items. Use the conversation starters to clarify how well you are doing on the item and how you can make sure you continue to do well on this item.
- Compare scores among the keyword/phrase groupings. What trends emerge?

### **Leadership Development**

- In a leadership development course, you can use the cards as a basis for a module on trust. Shuffle the cards and deal them into small groups for discussion. The small groups can discuss what they think the items mean and how they might build trust.
- You can assign small groups one dimension and the associated cards for that dimension. Have the group use the items as a basis for creating their own items for that dimension.
- Sort the cards into the related keywords/phrases. What is the leader's role in creating that subset of the dimension? Create action plans based on the dialogue.

## Coaching

- For individual coaching clients, you can use the cards as a basis for discussion about the level of trust within your client's team. Read the item and ask the client how he/she thinks the item might enhance trust within the team.
- Use the suggested to-do for the Leader as a basis of action planning.
- Sort the cards into the sub-sets of the related keywords/phrases. Use the subsets as a basis for analyzing how the client leads in that area.

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# TrustTalk™



Team Trust is the collection and interaction of all relationships in a team. The Team Trust model has six dimensions which help create a team environment where members feel confident to be open with each other and take interpersonal risks.

**Spirit of Unity** – “We’re all in this together” is the underlying theme of the spirit of unity. The keywords that describe the characteristics of Sprit of Unity are belonging, caring, commitment to others, and a positive environment.

**Strategic Competence** – Strategic Competence is the general belief that the team has the skills to meet their goals and responsibilities that ultimately support the organization’s success. Strategic competence includes skillful decision-making, a commitment to innovation, reasoned risk taking and the ability to learn as a team.

**Predictability & Reliability** – Every team relies on team members to deliver on their commitments. High performing teams also actively communicate expectations to each other so members know how the team operates, and how they are expected to behave.

**Integrity & Openness** – Integrity is a commitment to take action for a common goal or greater good. Openness is the ‘transparency’ or a sense that there are no hidden agendas, or what we call Saying/Doing Gaps. Saying/Doing Gaps occur when the team has clearly stated values but does not ‘walk the talk.’ This dimension also measures sharing credit for team member’s contributions.

**Collaborative Intent** – Because our ultimate goal is to help organizations create collaborative workplaces we have included this factor in the model. Many of the skills necessary to achieve a collaborative workplace revolve around the ability to be open to other points of view through constructive conversations. Constructive communication has an underlying intent to build understanding rather than using communication as a weapon to ‘get others.’ This factor also includes items on how the team supports the greater organizational goals.

**Psychological Safety** – This is a dimension that represents the environment created by the team that makes members feel safe enough to be vulnerable and take interpersonal risks with each other in order to achieve team goals.

The Team Trust assessment is confidential, web-based, easy to use and takes about 10 minutes to complete. Group results are provided to the sponsor within seven days of the conclusion of assessment period. Contact us for more information. Pricing starts at \$10/invited participant. **To Order:** TrustTalk™ and the TeamTrust Assessment are available from **[www.thinbook.com](http://www.thinbook.com)** or by calling **888.316.9544**

## **Other Products to create the Collaborative Workplace**

### **TeamTrust Assessment**

### **Organizational Trust Assessment**

Besides the TeamTrust Assessment, we also have an Organizational Trust Assessment. These assessments are confidential, web-based, easy to use and only take about 10 minutes to complete. Results are provided to the team sponsor within seven days of the conclusion of assessment period. Contact us for more information. Pricing starts at \$10/invited participant.

### **The Thin Book of® Naming Elephants: How to Surface Undiscussables for Greater Organizational Success**

This book addresses how topics become 'undiscussables' and why it is so important to foster open dialogue within organizations to achieve collaboration.

## **Workshops available from Thin Book Publishing Co**

### **Engaging Employees to Collaborate in the Workplace: One Conversation, One Meeting, One Decision at a Time**

### **Courageous Group Conversations**

We also have a version for Leader's on how to create a collaborative workplace.

Also look for our downloadable PowerPoint sessions available for purchase.

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