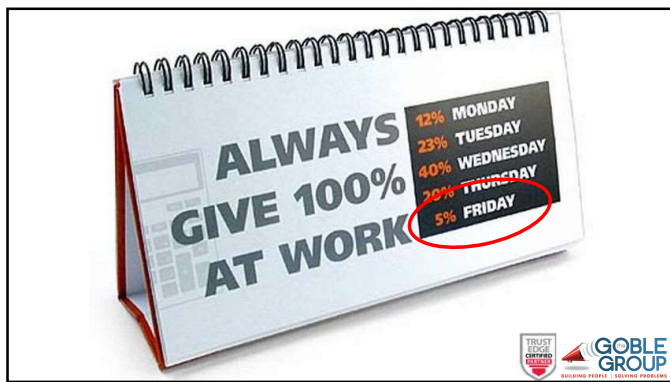


A Day in the Life of HR: Adapting and Succeeding by Building **TRUST**

Presented by:
Steve Goble



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“

TRUST is the **single uniqueness** of the greatest leaders & organizations —and it matters now more than ever.



6

All things being equal, people will do business with, and refer business to, those people they ***know, like and trust.*** – **Bob Burg**



7

DISCUSS

✓ Name a **high trust** organization.

✓ Share what makes them high trust to you.

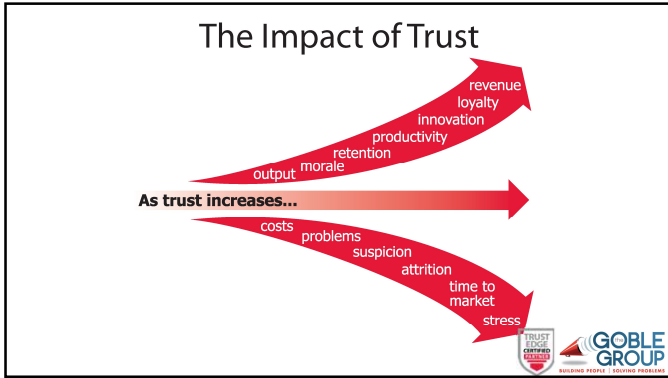


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True or False:
A lack of trust is much more costly than most leaders know.



9



10

DISCUSS

How would you define **TRUST**?

11

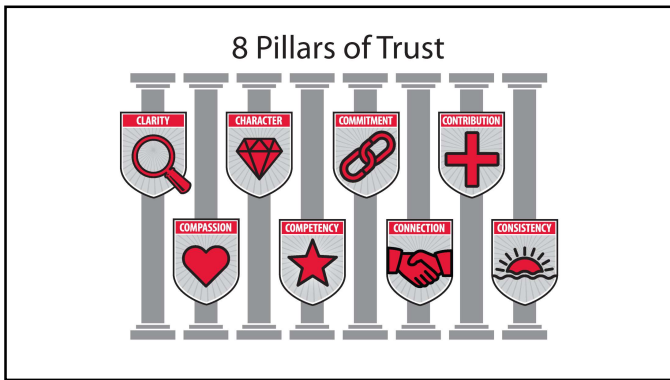
TRUST is...

the **confident belief** in a person, product or organization.

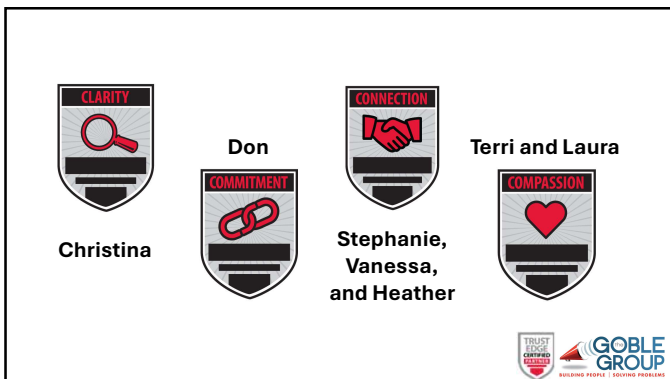
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**Clear, Concise, and
Confident Communication**
Christina Butler

16



**People trust the clear, but
distrust the ambiguous.**

17

**IF YOU COULD JUST SEND AN EMAIL
INSTEAD OF CALLING ANOTHER MEETING**




THAT'D BE GREAT






18

Trust Tool #4:
Four Ps of Meetings




- ✓ **Purpose:** What's the purpose of this meeting?
- ✓ **People:** Who should be in this meeting?
- ✓ **Plan:** What's the plan for this meeting?
- ✓ **Place:** How does your choice of location impact your purpose?






19


How does this tool help you build TRUST?



The correct use of this tool will help put a halt to meaningless meetings.






20



**Information Security for the HR Professional:
Strategies for Implementing Effective
Workforce Policies and Practices**

Don Geiter

21



People believe in those who stand through adversity.





22

Trust Tool #40:
Building Trust Through Crisis and Change



- ✓ Take an active approach.
- ✓ Deal with tension.
- ✓ Be predictable.
- ✓ Lead with compassion.
- ✓ Define one priority.
- ✓ Seek wisdom.
- ✓ Think short *and* long term.
- ✓ Take care of yourself.

23


How does this tool help you build TRUST?





Change isn't the problem; it's how we deal with it that can be the problem.





24





Managing a Hybrid Workforce
Stephanie Smith, Vanessa Philbert, and Heather Valudes

25




People trust those who are willing to connect and collaborate.






26

Trust Tool #29:
Five Ways to Build Virtual Trust




- 1. Establish a structure of predictability.**
 - ✓ Does everyone have a predictable next meeting with their supervisor?
- 2. Connect personally and professionally.**
 - ✓ Do you have some time for personal connection of employees every week?
- 3. Amplify clarity.**
 - ✓ Is everyone crystal clear on what is expected of them in order to be successful?

27

Trust Tool #29:
Five Ways to Build Virtual Trust



4. Emphasize results.
✓ Is everyone consistently showing progress on their most critical outcomes.

5. Provide hardware, software, and training
✓ Does everyone have all they need to perform at their best?




28

How does this tool help you build TRUST?






Connection fosters belonging.





29



Retention and Benefits
Terri Turner and Laura Hess

30




People put faith in those who care beyond themselves.

31



**Trust Tool #11:
SPA Appreciation**



Specific
✓ Are your methods or words *specific* to an individual's efforts?

Personal
✓ Are your methods or words *personalized* to the individual?

Authentic
✓ Is your delivery *authentic*?

32

How does this tool help you build **TRUST?**

Be someone who appreciates others effectively.





33

CLARITY
Christina

COMMITMENT
Don

CONNECTION
Stephanie,
Vanessa,
and Heather

COMPASSION
Terri and Laura

TRUST EDGE GROUP
GOBLE GROUP
EMPOWERING PEOPLE • SOLVING PROBLEMS

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8 Pillars of Trust

CLARITY

CHARACTER

COMMITMENT

CONTRIBUTION

COMPASSION

COMPETENCY

CONNECTION

CONSISTENCY

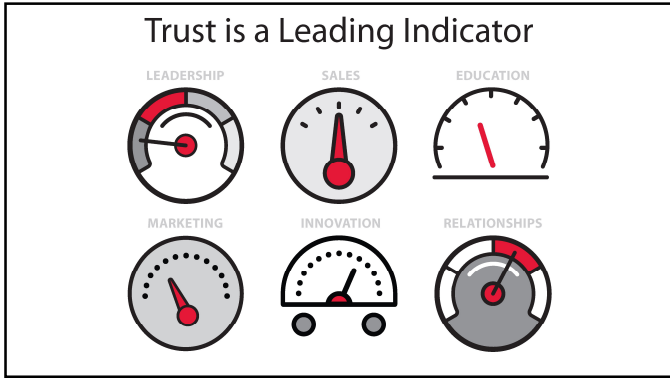
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CONSISTENCY

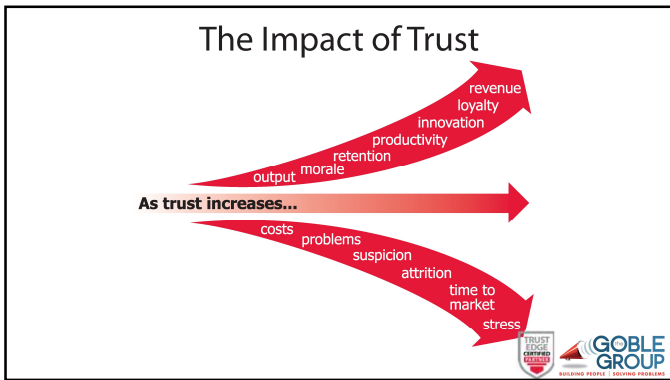
People love to see the
little things done
consistently

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38



39



Do the work.



40

Thank You!



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