

Building Trust



“The trust of the people in the leaders reflects the confidence of the leaders in the people.” – Paulo Freire

Trust is defined through experiences, behaviors, and actions leaders can model and exhibit every day. In *Building Trust*, retail multiunit leaders explore how to create a culture of trust to increase

engagement and collaboration with store leaders and direct report teams.

During this program, retail leaders apply our core “Retail Leadership/Role of the Leader” concepts to the *Building Trust* discussion strategy and skill practice and receive feedback from their peers and the facilitator. The four core MOHR Retail Communication Skills serve as super skills to de-escalate an emotional or charged conversation. Leaders also work independently to complete a team assessment indicating the level of trust that is currently in their store, office, district, or region, and then share with a team partner for feedback and reflection on themes and actions to take in order to model and reinforce a culture of trust every day.

Multiunit leaders will:

- Explore their own trustworthiness and assess the level of trust within their store, office, district, or region.
- Recognize signs that distrust is present and apply actions to regain trust.
- Identify the behaviors that support a culture of trust.
- Explore and commit to actions that will continually strengthen a trusting environment and team.

Cost: \$375/person
Includes facilitation of virtual or live instructor-led workshop, participant kit, 100 days of post-session, app-based reinforcement.

Participant group size: 12 -18 participants/maximum 21

Prerequisite: Retail Multiunit Leadership (RML), Retail Store Leadership (RSL), or Store Support Leadership (SSL) Role of the Leader

(One-day workshop to include RML Role of the Leader and Building Trust advanced module \$575/person)

Introduction

- Objectives for session
- DiSC® Style review and impact on building trust
- Trust defined and exploration of breach-of-trust situations that occur in retail

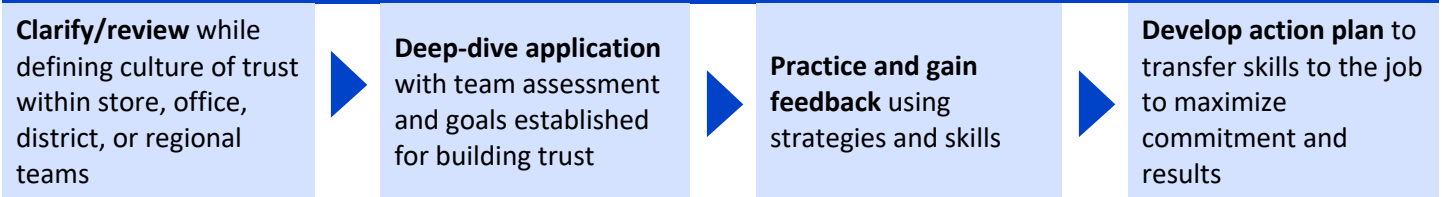
Trust defined and exploration

- Communication Skills as superpowers to build trust with teams
- Team Assessment to indicate the level of trust the team has for the leader and the leader has for the team

Building Trust Discussion Strategy

- Skill practice to apply the 4-step *Building Trust* discussion strategy to real-life teams and environment, every day
- Goal setting and commitments

HALF-DAY VIRTUAL SESSION WITH PRACTICE



POST-SESSION REINFORCEMENT VIA MOBILE APP (3 months)

Includes Level 1-3 reinforcement questions, gamification, and leaderboard to maximize application and retention of skills on the job.