YOUR ROAD TO YES!

Building Trust in Yourself and With Others

PROGRAM DESCRIPTION

Trust is every organization's and leader's biggest competitive advantage. It impacts loyalty, engagement, and candor from both employees and customers. Trust ultimately decides if this is a space people want to stay in or leave, and the best leaders communicate to build trust, not compliance. This interactive keynote guides leaders through the three factors of building trust with others, shares what erodes trust, and discusses how to repair trust once it's broken. ***BE WARNED:*** *You'll leave never looking at your relationships the same way again.*

PROGRAM OBJECTIVES

- Understand how trust is your biggest competitive advantage in the organization
- Discuss the three questions you need to be able to say "YES!" to in your relationships
- Learn the three foundational factors to building high levels of trust with others
- Identify the four steps to repairing trust that's broken
- Highlight a relationship where you can immediately apply what you learned

CLIENT TESTIMONIAL

"We couldn't imagine having anybody else come and talk to our staff. He used humor, he's direct and wonderful, he's empathetic and he really opens the minds of those who come through our doors."

PETER TWACHTMAN, *CEO at Lark Hotels*

PROGRAM LOGISTICS

TIMING OF KEYNOTE
1 hour

SUPPORTING MATERIALS
All leaders will complete a participant learning map

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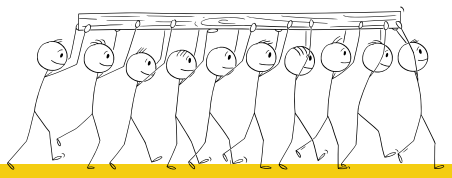
Your Road to Yes!

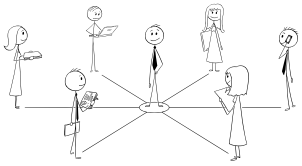
How to Build Trust In Yourself and With Others

Definition

TRUST IS. . .



Can You Say YES?



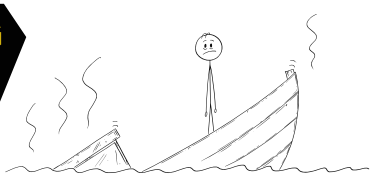
Trust in any relationship is dependent on your ability to say YES to these three questions:

1.

2.

3.

4 STEPS TO REPAIRING Broken Trust



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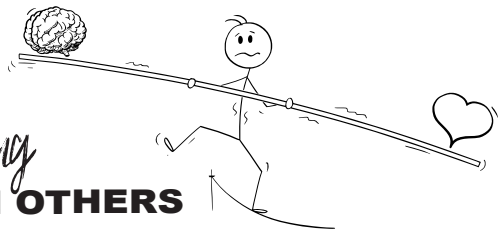
HOW IS TRUST CREATED?

Given

Earned



3 Steps to Building TRUST WITH OTHERS

1

2

3

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