



building trust

Adaptive Resilience Series: Module 3

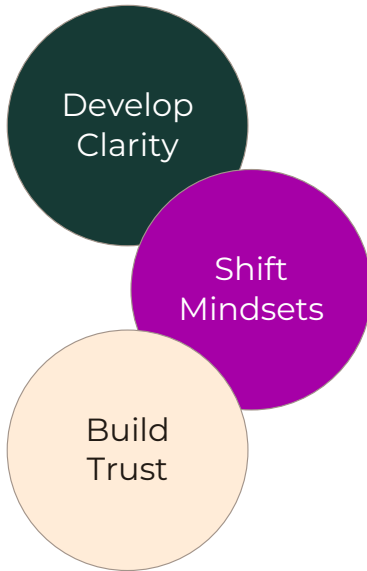
hallo xin chào helo سلام
bonjour χαίρε नमस्ते אהלן
ciao 안녕 ahoj olá
hola szia hello! hej
cześć sawubona ਸਤਿਨਾਮੁ Здравейте
வனக்கம் kia ora مرحبا
こんにちは merhaba zdravo 你好



check in

One thing you are grateful for





adaptive resilience series



share

Think of somebody you trust.
What is one quality they
display?



trust = $\frac{\text{credibility} + \text{reliability} + \text{connection}}{\text{self-orientation}}$

credibility + **reliability** + **connection**

Knowledge & skill mastery Say : Do Ratio People feel seen, understood, safe

self-orientation

"My agenda is the only agenda"



Adapted from David Maister, Charles H. Green and Robert M. Galford, 'The Trusted Advisor', 2000

trust = $\frac{\text{credibility} + \text{reliability} + \text{connection}}{\text{self-orientation}}$

credibility + **reliability** + **connection**

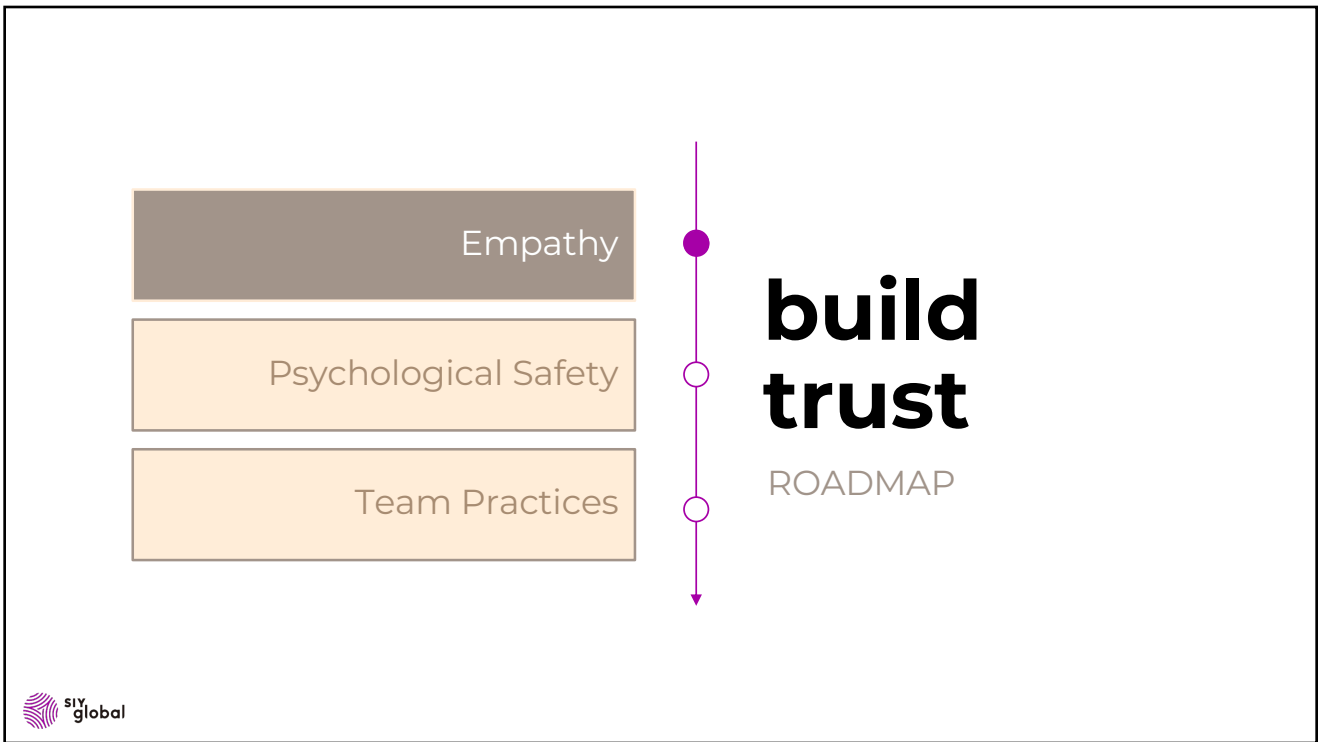
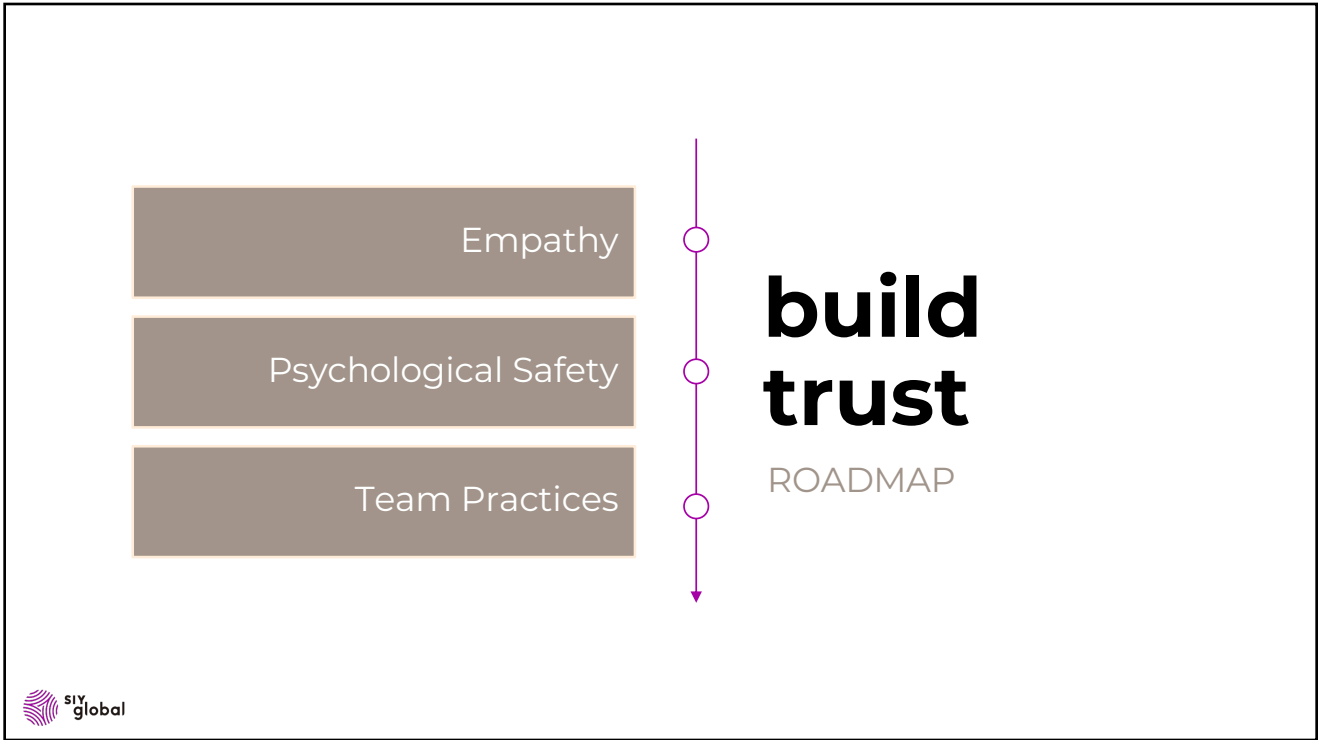
Knowledge & skill mastery Say : Do Ratio People feel seen, understood, safe

self-orientation

"My agenda is the only agenda"



Adapted from David Maister, Charles H. Green and Robert M. Galford, 'The Trusted Advisor', 2000



empathy

- the ability to experience and understand what others feel
- while maintaining a clear discernment about your own and the other person's feelings and perspectives



Thompson, 2001, Journal of Consciousness Studies 8, 1-32

“Empathy has no script. There is no right way or wrong way to do it. It's simply listening, holding space, withholding judgment, emotionally connecting, and communicating that incredibly healing message of ‘You're not alone.’”



Brené Brown



self-awareness → empathy



SELF



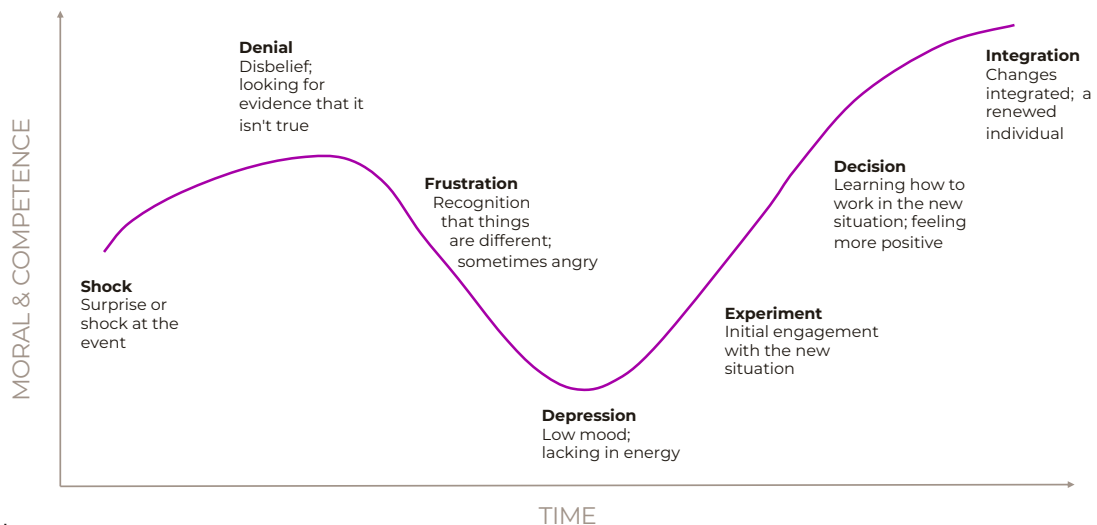
OTHER



Decety & Lamm, 2006, The Scientific World Journal

what gets in the way?

Kübler-Ross Model



exercise



Think of a situation where you and another person had **different responses** - and you think the other person's response was the "wrong" one

exercise



- 1 What is your judgment of the other person?
(really exaggerate it)
- 2 Why do you think they behaved in that way?
- 3 What do you think might be the underlying need?

Is there a way that you can connect to that need?
- 4 (If so, why did you behave differently?)

attentive listening

- Person **A** shares. Person **B** will practice Attentive Listening.
 - After **3 minutes**, zoom message: Stop, take a breath, and then switch.
 - Person **B** shares. Person **A** will practice Attentive Listening.
 - After **3 minutes**, zoom message: free flow conversation.
- What did you notice in the journaling exercise?
 - Has this expanded your empathy in any way?



share

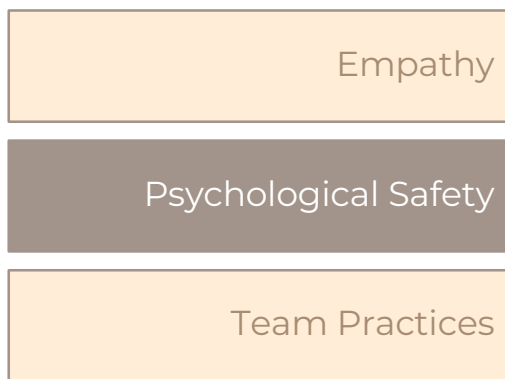
What is an insight that came up during this exercise?





EMPATHY

Not quite what we're going for...



build trust

ROADMAP



share

What is the best team you've been a part of? Think of **two qualities**.



psychological safety

"A shared belief held by members of a team that the team is safe for interpersonal risk taking."

A team climate in which people are comfortable being and expressing themselves. Trust + Respect + Care.

Psychologically safe teams **learn more and perform better.**



Amy Edmondson





volatile



uncertain



complex



ambiguous



Bennis, W., & Nanus, B. (1985). Leaders: The strategies for taking charge. New York: Harper & Row

psych safety building blocks

- Ask for help
- Admit mistakes
- Propose new ideas
- Confess when you don't know
- Model curiosity and ask lots of questions



lead by example

"Leaders foster psychological safety by acknowledging the limits of current knowledge, displaying fallibility, high-lighting failures as learning opportunities, and inviting participation."



Dolly Chugh

take a step

- Ask for help
- Admit mistakes
- Propose new ideas
- Confess when you don't know
- Model curiosity and ask lots of questions



journaling



Asking for help is
difficult for me when...





Asking for help is easier for me when...



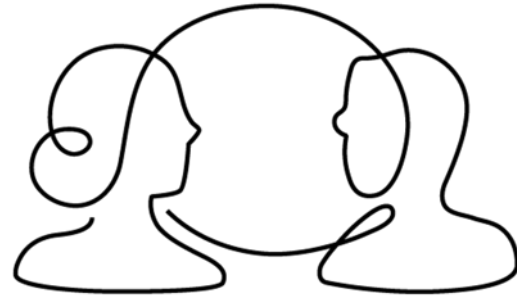
One thing I could use help with right now is...

Is there someone you trust that you could ask for help?



chat share

One insight you had about asking for help



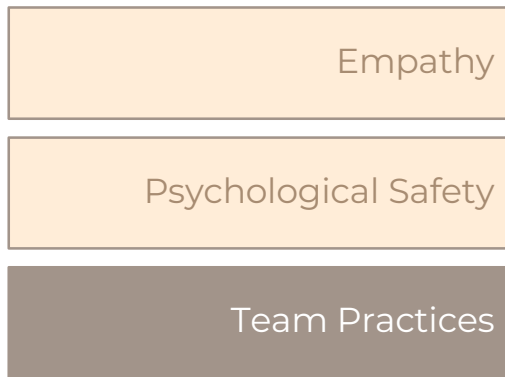
micropractice



BEFORE A MEETING...

Pick one, try it out, see what you learn.

- Ask for help
- Admit mistakes
- Propose new ideas
- Confess when you don't know
- Model curiosity and ask lots of questions



build trust

ROADMAP



“We don't rise to the level of our intentions, we fall to the level of our systems.”



James Clear

team practices

- Minute to Arrive
- Check-in
- 20 Min Bell
- Mid-point Round
- Rotate facilitation
- Practices to get to know each other more:
 - Appreciation Round,
 - If You Really Knew Me,
 - Repeated Questioning, etc.



closing



building trust recap

Empathy

Build empathy through self-awareness. Watch the trap of “my response is the only response.”

- **Inquiry Exercise:** From Judgment to Empathy

Psych Safety

To influence change in this VUCA world, we need teams that feel safe to take risks and speak up.

- Role model Psych Safety behaviors
- **Journal:** when is it easy, when is it hard
- **Micro-practice:** “Pick one, try it out, see what you learn.”

Team Practices

Having specific norms around behaviors can help build empathy and psych safety

- Minute to Arrive
- Check-in
- 20 Min Bell
- Mid-point Round
- Rotate facilitation
- Practices to get to know each other



program recap

Developing Clarity

Develop the inner calm essential for stress tolerance

STOP Practice:

- Stop
- Take a breath
- Observe body, feelings, thoughts
- Proceed

Shift Mindsets

Shift perspectives to respond effectively to change

Practices:

- **Above the Line / Below the Line:** Where am I operating from?
- **From Fixing to Learning:** Reframing Journaling
- **From Resistance to Acceptance:** Self-Compassion Practice
- **From 'Not-enough' to Gratitude:** What Went Well and Why?

Building Trust

From a more expansive perspective, explore possibilities

Practices:

- **Inquiry Exercise:** From Judgment to Empathy
- Role-model Psychological Safety behaviors
- Team Practices



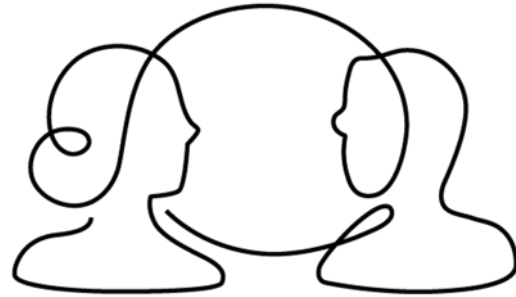


application

- What has been most valuable for you?
- What are you committing to?

chat share

What did you appreciate the most from these 3 sessions?



let's stay connected:



facebook.com/siyglobal



linkedin.com/company/siy-global/



[@SIYglobal](https://twitter.com/SIYglobal)



[@siyglobal](https://instagram.com/siyglobal)



siyglobal.com

thank you!

adaptive resilience series

Develop
Clarity

Shift
Mindsets

Build
Trust