

# Building Trust through Communication

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 THE **LINUX** FOUNDATION



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# Agenda/Topics

## ➤ Session 1: 1 Hour

- 0:00 – 0:03 Welcome and Setting Expectations
- 0:03 – 0:10 Signs of Mistrust
- 0:10 – 0:45 Starting with Yourself: the Four Agreements
- 0:45 – 0:55 Building Trust

## ➤ Session 2: 1 Hour

- 0:00 – 0:15 Building Trust
- 0:15 – 0:50 Communicating to Build Trust
- 0:50 – 0:60 Closing remarks

# Session 1: The signs of Mis – Trust and Starting with Yourself

60 Minutes

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# The Signs of Mis-Trust

- Lobbying and grandstanding (vs Dialog)
- Talking over others, Not allowing diverse opinions to be expressed
- Attempts to maintain status quo rather than openly discussing issues
- Covert and Overt Bullying
- Lack of Participation (walking away from actively working in the team)

# Establishing Trust: Starting with “self”

- The Four Agreements (Ruiz, D.M. (1997); *The Four Agreements*; Amber-Allen Publishing:
  - Be impeccable with your word: Do what you said you would do, when you said you would do it.
  - Don't take anything personally: Someone's frustration with you is about them, not you.
  - Don't make assumptions : Always ask for clarification
  - Always do your best: And your best will be different everyday

# Creating and Building Trust

- Covey, S. (2006); *The Speed of Trust*; Franklin-Covey
- The 3 Steps to creating Trust
  - Declare intent
  - Signal Behavior
  - Deliver

# Session 2: Building Trust through Communication

60 Minutes

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# Creating and Building Trust

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  - Declare intent
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# Ground Rules For Communication

- Active participation is non-negotiable
- True Communication is bi-directional
- Practice Active Listening (2 ears and 1 mouth, use in the same proportions)
- Be authentic (disagree, just be polite)
- Do not monopolize the conversation, let others respond
  - Consider making only one point or asking only one question at a time
  - When someone is talking LET THEM FINISH.
- Maximize your experience – what you put into it, is what you will get out

# Establishing Trust: Crucial Conversations

- Grenny, J; McMillan, M; Switzler, A (2012); *Crucial Conversations*; McGraw-Hill Education
- How do you define a Crucial Conversation
  - Stakes are substantial, Opinions will vary, Emotions will run high
  - Responses: Silence, Violence, Manage
- What is Dialog/A Shared Pool of Meaning?
- How do we “Start with Heart”?
- Learn to look
- Make it safe
- Master my Stories
- STATE my path
- Explore other’s Paths
- Move to action

# Establishing Trust: Crucial Conversations Exercise

- Creating a Shared Pool of Meaning:
  - Dialog and accepting all ideas
- Start with Heart
  - What do you want for you? What do you want for all others? What do you want for relationships with all others in the community?
- Learn to look – is someone exhibiting Silence or Violence?
- Make it safe: Step out, create safety, step in
- What is your story?

# Establishing Trust: Crucial Conversations Exercise

## ➤ STATE My Path

- Start with facts,
- Tell your story,
- Ask for other's stories,
- Talk tentatively,
- Encourage Testing

## ➤ Explore other's Paths

- Ask someone with an opposing POV to help you understand

## ➤ Move to action

- Determine how to decide, and Execute

# Conclusion

➤ What will You do build Trust?

➤ 1)

➤ 2)

➤ 3)

➤ 4)

# References

- Stephen M. R. Covey (2006); *The Speed of Trust*; Franklin-Covey
- Joseph Grenny, Ron McMillan, Al Switzler (2012); *Crucial Conversations*; McGraw-Hill Education
- Don Miguel Ruiz (1997); *The Four Agreements*; Amber-Allen Publishing