

Trust Activity and Discussion

Purpose: To highlight and demonstrate the range of people who can help a team succeed as well as the value of trust to a team. The range of people are based on the four quadrants of DISC work - people express degrees of need for, or lack of need for control and the need for, or lack of need for affiliation. **(DiSC is mentioned here for background purposes only, DiSC won't be mentioned in the presentation by name since most people in the groups have not been through it):** The concept is introduced that these approaches are characterized by different trust-building abilities, and that trust levels are higher in groups where trust-building abilities across individuals are understood

Material needs: A one page scenario and set of questions.

Time: Estimated to take 15 minutes, five for set-up and individual work and ten for group discussion.

Activity:

1. The room should be set for small groups.
2. The facilitator should introduce the activity by explaining that we are spending more time on trust because trust is so foundational to a responsibility-based culture
3. The facilitator should ask each person to read the front page of the trust activity silently.

NOTE: After the handout for the trust-building activity was finalized and copies printed, Keith provided some suggestions for how to make the description of the office team members more complete. He suggested adding a sentence at the end of each description that pointed out what each person might do to diminish trust. *The new language is highlighted and italicized in your copy of the activity handout.* This language is not in the copies that will be handed out at the meetings, so to communicate this you will need to add it in as you are conducting the activity. The best time to do this is here, after they have read the descriptions silently, but before they start to answer the activity questions.

To interject these descriptions you could say, "There are a few behaviors that each of these team members do to diminish trust that aren't noted. They are"....and you could read the additional one sentence description from your copy of the trust activity.

4. The facilitator should ask the individuals to answer the questions individually and then to share their results to the last three questions (Q2-4) in their small group.
5. The facilitator should conclude the activity by pointing out that effective teams require the strengths of a wide range of people. In our multicultural and diverse world, divergent abilities and experiences can make the team stronger. It should be noted that trust is a key element to determining team success.
6. The facilitator should note that there are values behind the four broad elements of trust which will be talked about in the next section. Each team member brings varying trust-building strengths and limitations to the table. For example, the person who is strong on being accurate may be perceived as the most reliable, but also the least open. A person who is strong on accepting people for who they are, may be perceived as less straightforward. It is also interesting to note that usually the people that we trust the most are people whose dominant interpersonal style is similar to our own.
7. Wrap-up the exercise by explaining that trust levels are higher in groups where trust-building abilities across group members are understood.