



## Working at the Speed of Trust—For Associates

Program Timeline	Core Competencies	Participants will be able to:
1 hour	Self Trust	<ul style="list-style-type: none"> <li>• Act with integrity.</li> <li>• Identify the costs of low trust.</li> <li>• Set a positive example.</li> <li>• Take responsibility.</li> </ul>
2 ½ hours	Relationship Trust	<ul style="list-style-type: none"> <li>• Develop trust.</li> <li>• Keep commitments.</li> <li>• Restore trust.</li> <li>• Empower others.</li> <li>• Achieve results through others.</li> <li>• Solve problems creatively.</li> <li>• Resolve conflicts and disagreements.</li> <li>• Improve business relationships.</li> </ul>
1 hour	Organizational Trust	<ul style="list-style-type: none"> <li>• Positively influence results.</li> <li>• Help improve team processes.</li> <li>• Identify ways to increase organizational trust.</li> </ul>
45 minutes	Market Trust	<ul style="list-style-type: none"> <li>• Help inspire customer loyalty.</li> <li>• Enhance organizational reputation.</li> </ul>
30 minutes	Societal Trust	<ul style="list-style-type: none"> <li>• Give back to the community.</li> <li>• Contribute to society.</li> </ul>

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