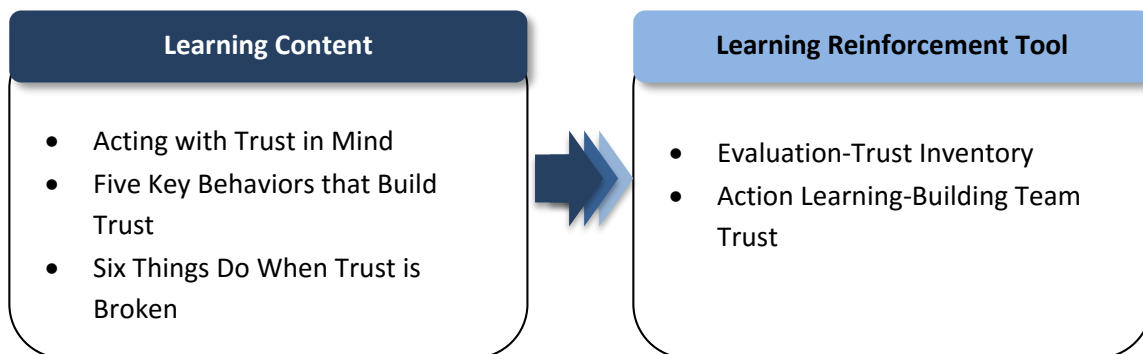# ANNE ARUNDEL COMMUNITY COLLEGE

Trust

The nature of a business organization is to work as an interdependent team, but without trust there can be no dependence. Without trust, there can be compliance but not commitment. There can be communication, but not understanding. Finally, without trust there can be authority, but not leadership.

Participants will learn to appreciate the importance of trust, as well as how to build trust and what to do to repair relationships when trust is broken.

Program Outcomes

- Use trust to improve results
- Modify behavior to improve trust
- Proactively root out environmental factors that erode trust
- Take steps to rebuild trust when it has been broken
- Defining trust

Learning Process

Learning Content	Learning Reinforcement Tool
• Acting with Trust in Mind • Five Key Behaviors that Build Trust • Six Things Do When Trust is Broken	• Evaluation-Trust Inventory • Action Learning-Building Team Trust

Program Length   4 Hours

Potential Applications

All or part of this course could be part of a solution to help organizations with the following objectives:

- Rebuilding trust where it has been broken
- Providing support to the launch of a major change or project initiative
- Improving work between departments and teams