

# THE POWER OF TRUST IN TEAMWORK AND HOW TO INTEGRATE IT FOR PROFESSIONAL SUCCESS

## BUILDING TRUST IN TEAMS

Building trust in teams is one of the key aspects of learning takeaway that every team building workshop delivers, be it indoor or outdoor, or outbound. The attitude and ability to trust one another in a team is considered one of the most critical elements that help team members bond with each other and work together seamlessly towards their common goals. This paper introduces the concept of trust in individuals and teams, describes the various steps that leaders need to take, and the techniques that they can apply at different stages of their teams to develop and maintain trust within them

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## PERCIPIO RESOURCES

### Course: Leadership Insights on Building & Leading Teams

Building and leading an often disparate group of people is a formidable challenge, but done correctly, teams offer numerous advantages. This course helps you learn when and why you need teams, as well as how to develop teams that are highly effective.

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## VIDEO

### How to build (and rebuild) trust

In an eye-opening talk, Harvard Business School professor Frances Frei gives a crash course in trust: how to build it, maintain it and rebuild it -- something she worked on during a recent stint at Uber. "If we can learn to trust one another more, we can have unprecedented human progress," Frei says.

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### Article: How to Build Trust on Your Cross-Cultural Team

Multicultural teams are prone to friction due to perceptions of ethnocentrism, with minority team members feeling ignored or not taken seriously. This article talks about how can leaders of multicultural teams leverage the upside of diversity without falling prey to its inherent challenges.

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## KEY STRATEGIES

- Understanding how people communicate, and how they seek information and receive information is critical to a high-functioning multicultural team
- As a leader- it is important to be aware of the team dynamics when team members are together and when they are working individually on their tasks.
- We must endeavor to develop environments where people can participate in team conversations while feeling included and encouraged to bring their different perspectives in an environment free of retaliation and retribution.
- Building trust enables people to build strong and effective communication across teams – this ultimately leads to a healthy multicultural workplace.
- Trust leads to camaraderie- this makes people feel that they can share themselves and their thoughts and feel that they are valued and heard.
- As a team member or a leader- How are ensuring that you are encouraging ppl to participate and engage? [Tip - Read about the Authenticity Paradox faced by leaders in organizations] You may need to adapt your own style of listening and communicating to get others to participate.
- Lack of trust within team members can lead to the inability to reach intended outcomes or level of service and sometimes can be detrimental to the organization's larger goals.
- Leaders have to actively work at building trust and maintaining it and pay attention to the cultural barriers and differences that might emerge.
- Lack of trust between team members can be an early indicator that changes need to be made in team structure or increased workforce education related to the dismantling of cultural stereotypes, exclusionary practices, and bias
- How team members listen to each other can be an important tool to build high trust. Embedding patience into communication within multicultural teams is important as it allows people to think and fully form their ideas.

## ADDITIONAL READING

### Article: The 3 Elements of Trust

By understanding the behaviors that underlie trust, leaders are better able to elevate the level of trust that others feel toward them. In this article the authors help you understand 3 foundational element of trust ,which will help you develop positive relationship with your team.

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### Article: Navigating Cross-Cultural Trust Barriers In Business Relationships

In this Forbes article, the author talks about exploring a more universal barrier that can arise in cross-cultural one-on-one relationships and how we can move past it.

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