

LEADING BUSINESS BUILDING TRUST



- **Instructor-Led Training (Workshop)**
- **Virtual Instructor-Led Training (Web-based)**
- **Self-paced Course**

In an era of cutthroat competition and unforgiving deadlines, compromises might be made that shouldn't have been. This course will help leaders how to take the right actions to build and maintain trust with customers. After all, faith may move mountains, but it is trust that helps one climb the mountain.

Modern organization needs

Trust between organizations is built between the people on both sides. Therefore, building and maintaining trust-based relationships with customers is pertinent for the success of an organization.

Key Takeaways

- Build basic awareness of latest Digital trends and disruptions
- Understand the context in which a Digital Leader operates
- Understand the 4 personas of a Digital Leader: Networked Leader, Sense-making Leader, DesignLeader and Agile Leader

Who should attend?

- Individual Contributors
- First Time Managers
- First Time Leaders

Course outline

- Meaning of trust in the workplace
- Trust Equation
- Types of relationship styles
- Flexing one's style to build trust
- Creating and using power maps
- Simulation play and debrief session