



## Building Trust for a Healthy, Productive Workplace

Tuesday, December 15 from 1100 – 1300 EST

**Description:** When people throughout an organization trust each other, they enjoy an environment where work gets done better, faster and with more satisfaction. Trust can also be hard to define and even harder to talk about honestly, but we must do this in order to deliberately create and nurture this essential quality at work.

In this workshop, we will explore the powerful BRAVING Trust framework developed by researcher and author Brené Brown, which provides a clear definition of trust, and language to have meaningful conversations about how to build it and how to repair it when it breaks. We will explore real-life scenarios for application, and participants will be invited to share their own successes and challenges.

**Welcome!** We look forward to having you in our upcoming virtual learning session. This training will use Zoom. We suggest that you connect from *personal computer*, if possible, in order to get the full benefits of this interactive session. Participant instructions and recommendations for using Zoom are attached to this document.

**Pre-work:** To make sure you get the most from the session and to ensure that you get full Continuing Education (CE) credit for this course, we ask that you spend one hour on pre-work as follows:

1. Video (25 mins): Please watch this video by Brené Brown: The Anatomy of Trust <https://brenebrown.com/videos/anatomy-trust-video/> and come prepared to discuss.
2. Worksheet (15 minutes): Please complete the attached BRAVING Trust Team Inventory Worksheet. Note: This inventory is confidential and intended to support you and your colleagues in building trust. You will only be asked to share what is comfortable for you to speak about in class.
3. Reading and Reflection (20 mins): Please read the following article, consider the question below and come prepared to discuss:

How the Best Leaders Build Trust by Stephen M. R. Covey:  
<https://www.leadershipnow.com/CoveyOnTrust.html>

Question: Thinking about the Covey article on trust, what other critical factors at the F-35 enterprise, besides economics, are affected by trust or lack of it? How does trust influence your ability to execute on the mission?



**Meeting invitation:** Here is the meeting invitation. Please join with your ***personal computer***, if possible, and headphones.

Topic: Building Trust for a Healthy, Productive Workplace

Join Zoom Meeting

<https://us02web.zoom.us/j/82577273131?pwd=K3BuS1Y4L3lkZXpsT1k4L1pKYmJqUT09>

**Meeting ID: 825 7727 3131**

**Passcode: 604788**

One tap mobile

+19292056099,,82577273131#,,,,,0#,,604788# US (New York)

+13017158592,,82577273131#,,,,,0#,,604788# US (Washington D.C)

Dial by your location

+1 929 205 6099 US (New York)

+1 301 715 8592 US (Washington D.C)

+1 312 626 6799 US (Chicago)

+1 669 900 6833 US (San Jose)

+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

Meeting ID: 825 7727 3131

Passcode: 604788

Find your local number: <https://us02web.zoom.us/j/82577273131?pwd=K3BuS1Y4L3lkZXpsT1k4L1pKYmJqUT09>



## *The* **BRAVING INVENTORY**

***Boundaries*** | You respect my boundaries, and when you're not clear about what's okay and not okay, you ask. You're willing to say no.

***Reliability*** | You do what you say you'll do. At work, this means staying aware of your competencies and limitations so you don't over promise and are able to deliver on commitments and balance competing priorities.

***Accountability*** | You own your mistakes, apologize, and make amends.

***Vault*** | You don't share information or experiences that are not yours to share. I need to know that my confidences are kept, and that you're not sharing with me any information about other people that should be confidential.

***Integrity*** | You choose courage over comfort. You choose what is right over what is fun, fast, or easy. And you choose to practice your values rather than simply professing them.

***Nonjudgment*** | I can ask for what I need, and you can ask for what you need. We can talk about how we feel without judgment.

***Generosity*** | You extend the most generous interpretation possible to the intentions, words, and actions of others.





## B.R.A.V.I.N.G. Trust – Team Inventory

Take a few minutes to reflect on how your team behaves in relation to the BRAVING Trust inventory above. How does your team show up on each of these dimensions? How often do you and others exhibit the behaviors? Please circle the number that best reflects where your team is now.

Remember, this is not about judging yourself or others. The purpose of this exercise is to understand your current reality and to identify avenues for growth.

**B**oundaries: We respect each other’s boundaries. When we’re not clear about what’s OK, we ask. We’re willing to say no to each other.

(Rarely) 1 2 3 4 5 6 7 8 9 10 (Always)

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**R**eliability: We do what we say we’ll do. At work this means staying aware of our competencies and limitations, so we don’t over promise and are able to deliver on commitments and balance competing priorities.

(Rarely) 1 2 3 4 5 6 7 8 9 10 (Always)

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**A**ccountability: We own our mistakes, apologize, and make amends.

(Rarely) 1 2 3 4 5 6 7 8 9 10 (Always)

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**V**ault: We don’t share information or experiences that are not ours to share. We know that our confidences are kept, and we’re not sharing with each other any information about other people that should be confidential.

(Rarely) 1 2 3 4 5 6 7 8 9 10 (Always)

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Integrity: We choose courage over comfort. We choose what is right over what is fun, fast, or easy. And we choose to practice our values rather than simply professing them.

(Rarely) 1 2 3 4 5 6 7 8 9 10 (Always)

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Non-judgement: We can and do ask each other for what we need. We can talk about our challenges and how we feel without judgement.

(Rarely) 1 2 3 4 5 6 7 8 9 10 (Always)

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Generosity: We extend the most generous interpretation possible to the intentions, words, and actions of others.

(Rarely) 1 2 3 4 5 6 7 8 9 10 (Always)

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## Zoom Instructions for Participants

We look forward to our upcoming session. Here are some instructions to make your experience with Zoom a flowing one. Please read them and have them on hand during the session as well.

### Before a videoconference:

1. You will need a computer, tablet, or smartphone with speaker or headphones (headphones are preferable because the audio quality will be higher). You will have the opportunity to check your audio immediately upon joining a meeting.
2. You will receive a Zoom meeting invite with a link to **“Join via computer”** as well as phone numbers for a conference call option (as a last resort). It will also include the Meeting ID.

### To join the videoconference:

1. At the start time of your meeting, click on the link in your invitation to **join via computer**. You may be instructed to download the Zoom application.
2. You have an opportunity to test your audio at this point by clicking on **“Test Computer Audio.”** Once you are satisfied that your audio works, click on **“Join audio by computer.”**

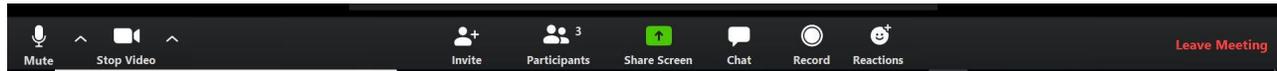
You may also join a meeting without clicking on the invitation link by going to [join.zoom.us](https://join.zoom.us) on any browser and entering the Meeting ID provided by in your invitation.

If you are having trouble hearing the meeting, you can join via telephone while remaining on the video conference:

1. On your phone, dial the teleconferencing number provided in your invitation.
2. Enter the **Meeting ID number** (also provided in your invitation) when prompted using your touch-tone keypad.
3. If you joined the meeting using computer audio, you may switch the audio to your phone while continuing to use the visuals on your computer. Click the arrow next to Mute/Unmute. Click Leave Computer Audio. Click Phone Call and follow the prompt to dial in.



## Participant controls at the bottom of the Zoom screen:



Using the icons at the bottom of your Zoom screen, you can:

- Mute/Unmute your microphone (far left)
- Turn on/off camera (“Start/Stop Video”)
- Invite other participants
- View Participant list – opens a pop-out screen that includes a **“Raise Hand”** icon that you may use to raise a virtual hand
- From the Participants dropdown (or from the menu on your video box) you may also change your screen name that is seen in the participant list and video window. Please be sure to do this if you are using someone else’s computer because their name, not yours, will automatically be displayed.
- Share your screen
- Open the chat window, which we will be using in our sessions to share ideas. Please be sure the recipient at the top of the chat window is set to “Everyone”.

On your Zoom screen, you will also see a choice to toggle between “speaker” and “gallery” view. “Speaker view” shows the active speaker. “Gallery view” tiles all of the meeting participants.

### **IMPORTANT!**

**In order for everyone to have the best experience in our session, we ask that you:**

- Stay fully engaged for the whole session. Close email and other applications entirely.
- Mute yourself when you’re not talking!
- Leave your video on.
- Move into **Gallery View** if you’re not already so you can see others.
- **Rename** yourself to include the name you prefer to be addressed by, if applicable.