

Trust Building®

Best Practices in Leadership

ICF Malaysia

Dr. Michelle Reina



Reina

A TRUST BUILDING® CONSULTANCY

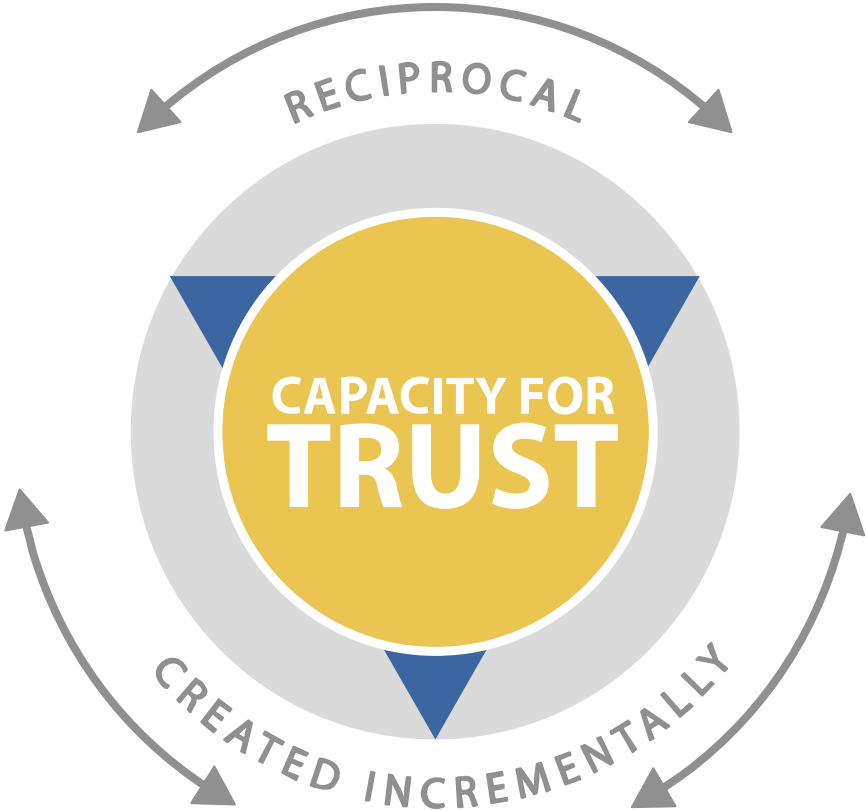
www.reinatrustbuilding.com

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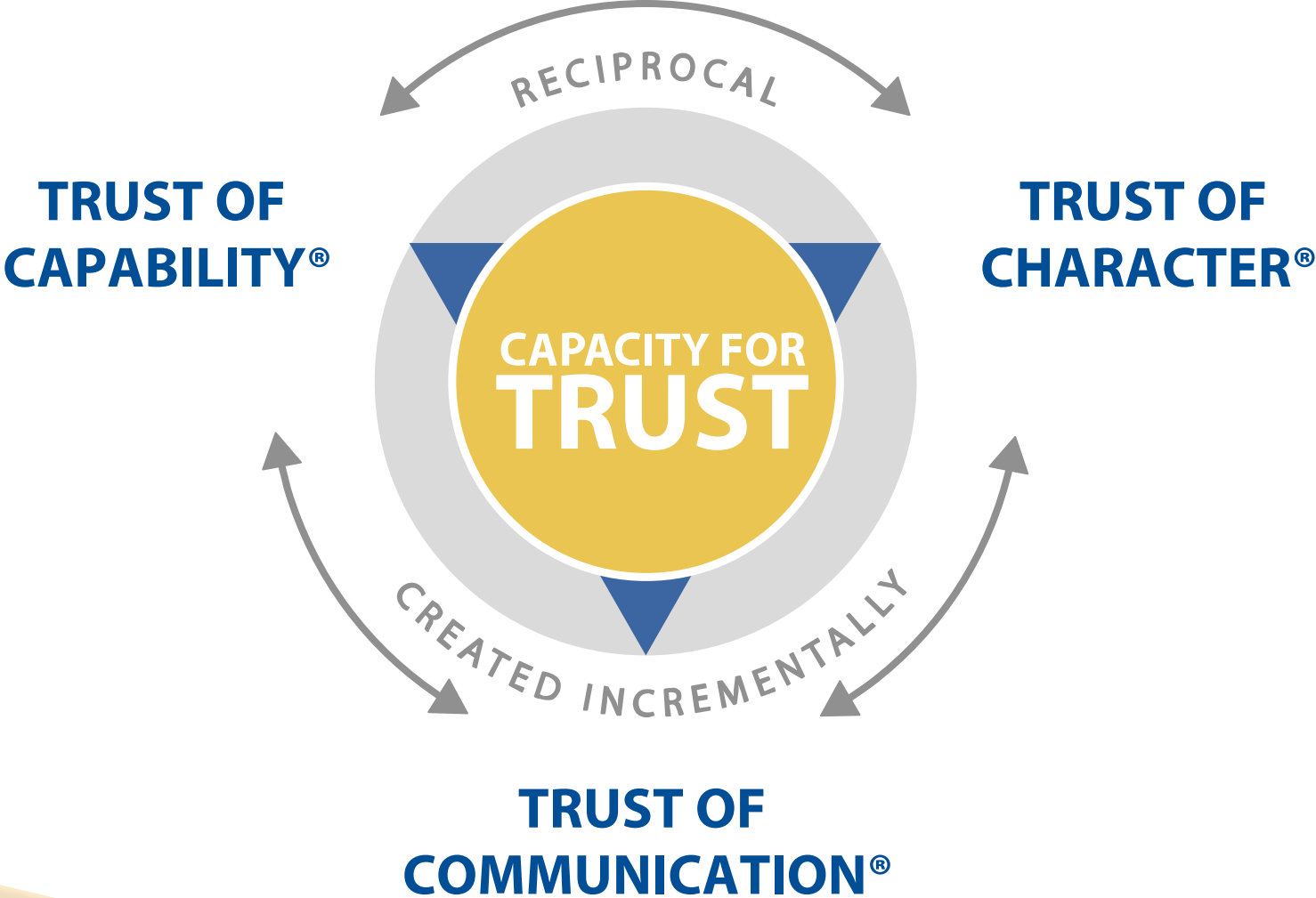


TRUST builds the
bridge between
the business need for
RESULTS and
the human need for
CONNECTION™

DIMENSIONS OF TRUST: THE THREE Cs[®]



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DIMENSIONS OF TRUST: THE THREE Cs[®]



LEADERS: TOP 5 AREAS OF STRUGGLE

1. **Giving constructive feedback** in timely, helpful ways
2. **Giving** people the **benefit of the doubt**
3. Providing **coaching**
4. Helping employees **learn new skills**
5. **Challenging employees** to **learn** and **grow**

Source: Reina Leadership Trust Scale® Global Normative Database

LEADERS: TOP 5 TRUST BUILDING PRACTICES

TRUST IS BUILT BY WHAT WE DO AND DON'T DO

- 1. NOT shooting the messenger** who brings bad news
- 2. NOT** looking for ways to **blame others**
- 3. NOT gossiping**
- 4. ARE sincere** and **candid**
- 5. KEEP confidential information** confidential

Source: Reina Leadership Trust Scale® Global Normative Database

TRUST IS THE FOUNDATION OF LEADERSHIP EFFECTIVENESS

Trust of Character[®] sets the tone and direction of leadership.

Trust of Communication[®] establishes transparency and supports people to communicate openly and honestly.

Trust of Capability[®] allows people to leverage their own and one another's skills and knowledge.

The Change You Desire Starts Here



Go from loss to opportunity,
from aimlessness to fulfillment,
from road-blocked communications
to a thriving workplace.

**Take the first step *now* and
do *more* with trust.**

TRY FREE QUIZ

*Special edition for
Kuala Lumpur*

KLquiz.reinatrustbuilding.com

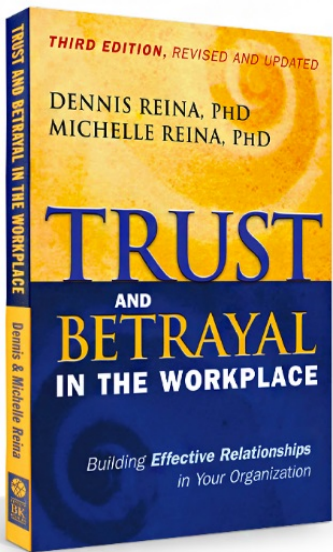
Find out where YOUR workplace relationships stand.



Reina[®]

Your Trust Building Consultants

THANK YOU



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