

March 19, 2019

# BUILDING TRUST

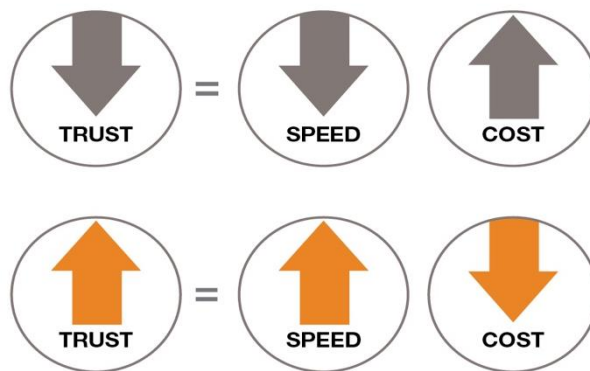
IN THE WORKPLACE

How I define trust:

Why is trust necessary to keep workplaces safe?

Trust is comprised of:

1. \_\_\_\_\_ and 2. \_\_\_\_\_



*Concepts used with permission from Leading at the Speed of Trust*

Strategies to influence airline passengers:

---

---

---

---

---

## DEFINITION

**Influence:** The ability to change behavior. It's one of the most important capacities we possess.

## Influencer Model™



1. What results are you trying to achieve in the mine regarding safety?

- Specific
- Measurable
- Attainable
- Relevant
- Time-bound

*Concepts used with permission from Influencer: the New Science of Leading Change*

## 2. What are some vital behaviors in the mine connected to safety?

### Vital behaviors

Smallest number of behaviors that create the greatest amount of change in the results you want.

### Crucial moments

When the behavior is most likely to occur – times, places and circumstances.

## 3. Circle the sources that could help you achieve your desired result.

How could the mine use those strategies?

	MOTIVATION	ABILITY
PERSONAL	1 Help Them Love What They Hate	2 Help Them Do What They Can't
SOCIAL	3 Provide Encouragement	4 Provide Assistance
STRUCTURAL	5 Change Their Economy	6 Change Their Environment

*Concepts used with permission from Influencer: the New Science of Leading Change*



## Amy Leneker, MPA Leadership Consultant

### COMMITMENT

I am committed to helping leaders and teams achieve extraordinary results by building trust, displaying courage and offering hope.

### AREAS OF EXPERTISE

Leadership Development  
Team Development  
Employee Engagement  
Leadership Transitions  
Organizational Conflict  
Facilitating Executive Teams



### CLIENTS

State Government Agencies  
City Governments  
County Associations  
Non-profit Boards  
Higher Education Institutions  
Private Sector Companies

### Team Development

I specialize in helping teams build and maintain trust. In a high trust culture, teams are engaged and achieve extraordinary results. I conduct assessments of teams and provide data-driven recommendations to leaders for action.

*I have a proven track record for helping leaders and teams build trust and thrive.*

### Facilitation

I dedicate time upfront to listen and gain clarity on what success looks like and then facilitate towards achievement. I guide and support the development of vision, mission and values and how to make those come alive in an organization.

*I have designed and facilitated hundreds of meetings and retreats for executives, leaders and teams.*

### Trainings and Workshops

I am a Certified Trainer known for making training relevant, memorable and fun. I'm well-versed in adult learning theory and teach graduate level courses in leadership development.

*I have designed and delivered training and workshops to thousands of leaders and practitioners.*

### Coaching

I coach executives, leaders and teams to gain clarity and achieve results. I help leaders identify and close skill gaps so they can lead with even more influence.

*I am a Certified Mediator and have mediated hundreds of workplace disputes.*

[AmyLeneker.com](http://AmyLeneker.com)

[Amy@AmyLeneker.com](mailto:Amy@AmyLeneker.com)

(360) 701-9022