

## **Building Trust**

### **Preparation:**

Sticky notes and writing materials for every team member.

### **Step 1: Gathering phase**

Everyone will write down their answers to two simple questions about every member of the team, excluding themselves.

- Question 1: “What is the single most important behavioural characteristic or quality demonstrated by this person that contributes to the strength of our team?”
- Question2: “What is the single most important behavioural characteristic or quality demonstrated by this person that can sometimes derail the team?”

### **Step 2: Receiving phase**

These answers are passed to respective recipients. Who then takes a look at common themes.

### **Step 3: Team Sharing Phase**

- To build psychological safety, invite the most senior leader to start sharing the answers received. The results are usually quite consistent, as there is no time to “game the system”.
- To build accountability, the leader will focus on ONE action to do better, and announce it to the team.
- Appoint next team member to share.