



Leading With Trust

How to build thriving and successful nonprofit development teams

Dr. Steve Robertson

Founder, Blueroot Leadership Development



Today's agenda

1. Benefits of a high trust team
2. How trust is built
3. 10 leadership practices to increase trust
4. Blind spots to watch out for
5. How to strengthen your focus area (5 steps)
6. Closing words

**Why is it important for your
team members to trust you?**

Please share your answer in the chat

Love this quote!

The best way to lead people into the future is to connect with them deeply in the present.

Jim Kouzes and Barry Posner

Some benefits of high trust teams



Team Performance

- 50% more productive
- 76% more engaged



Innovation and Creativity

- 2X as willing to try new things
- 30% increase in innovative solutions



Retention and wellbeing

- 50% lower turnover rates
- 40% less burnout

Brené Brown on trust

*Trust is not built in big, sweeping, moments.
It's built in tiny moments, every day.*

*... through paying attention, listening, and
gestures of genuine care and connection.*

Dare to Lead

10 Leadership Practices to Strengthen Trust

Your assignment

Rate your current level on scale of 1-10

1. Transparent Communication

Transparent leadership helps reduce uncertainty and fosters a culture of trust.

Source: Harvard Business Review (HBR)

2. Consistency and Reliability

Consistency in behavior and decision making strengthens trust.

Source: Forbes

3. Empowerment and Autonomy

Empowering employees is linked to higher levels of trust.

Source: Gallup

4. Active Listening

Active listening is a crucial component for building trust.

Source: Center for Creative Leadership (CCL)

4. Active Listening

3 step active listening loop (it's magic 😊):

1. Say, “It sounds like “x” (summarize what you heard)
2. Ask, “Is that right?”
3. Ask, “Is there anything else?”

5. Recognition and Appreciation

Appreciation enhances trust and morale.

*Source: Society for Human Resource Management
(SHRM)*

6. Integrity and Fairness

Integrity and fairness are essential for trust.

Source: Harvard Business Review (HBR)

7. Supportive Leadership

Supportive Leadership practices lead to higher trust and performance.

Source: Gallup

8. Inclusive Decision-Making

Inclusive leadership practices contribute to a trusting and collaborative work environment.

Source: McKinsey & Company

9. Accountability

Accountability (for self and others) is a key aspect of trustworthy leadership.

Source: Forbes

10. Building Personal Relationships

Personal connections enhance trust
and team cohesion.

Source: Harvard Business Review (HBR)

10 Trust Building Leadership Practices

1. Transparent Communication
2. Consistency and Reliability
3. Empowerment and Autonomy
4. Active Listening
5. Recognition and Appreciation
6. Integrity and Fairness
7. Supportive Leadership
8. Inclusive Decision-Making
9. Accountability
10. Building Personal Relationships

What's your focus?

Pick **one** to focus
on over the next
30-60 days

**Drop the # in
your chat 😊**

1. Transparent Communication
2. Consistency and Reliability
3. Empowerment and Autonomy
4. Active Listening
5. Recognition and Appreciation
6. Integrity and Fairness
7. Supportive Leadership
8. Inclusive Decision-Making
9. Accountability
10. Building Personal Relationships

Common blind spots that undermine trust



Common blind spots that undermine trust

1. Unbalanced focus on results

- Makes us prone to overlook needs of the team

Common blind spots that undermine trust

1. Unbalanced focus on results

- Makes us prone to overlook needs of the team

2. Our need for certainty

- Makes us prone to undermine team's autonomy

Common blind spots that undermine trust

1. Unbalanced focus on results

- Makes us prone to overlook needs of the team

2. Our need for certainty

- Makes us prone to undermine team's autonomy

3. Our need to demonstrate value

- Makes us prone to bypass an inclusive approach

Which of these got in my way (Steve's)? Use the Chat 😊

1. Unbalanced focus on results

- Makes us prone to overlook needs of the team

2. Our need for certainty

- Makes us prone to undermine team's autonomy

3. Our need to demonstrate value

- Makes us prone to bypass an inclusive approach

Which of these get in your way? Please Use the Chat 😊

1. Unbalanced focus on results

- Makes us prone to overlook needs of the team

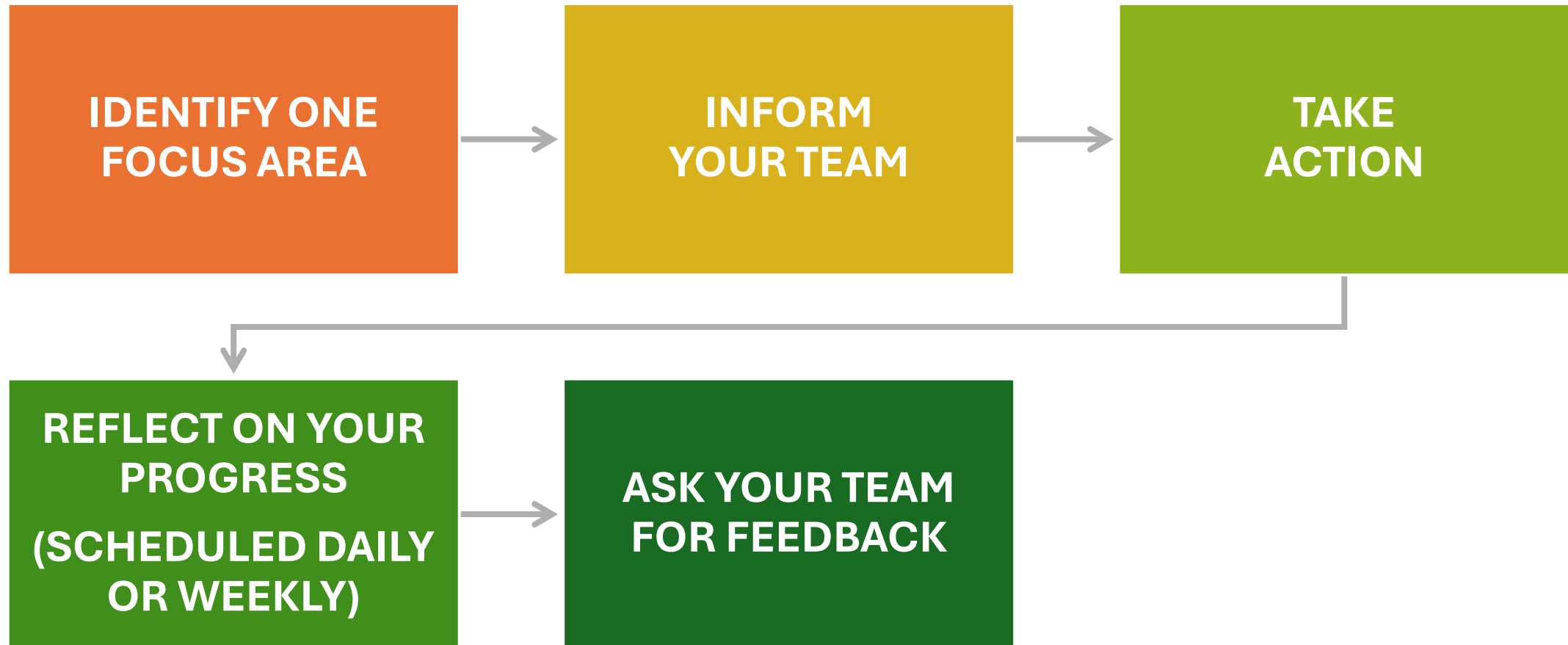
2. Our need for certainty

- Makes us prone to undermine team's autonomy

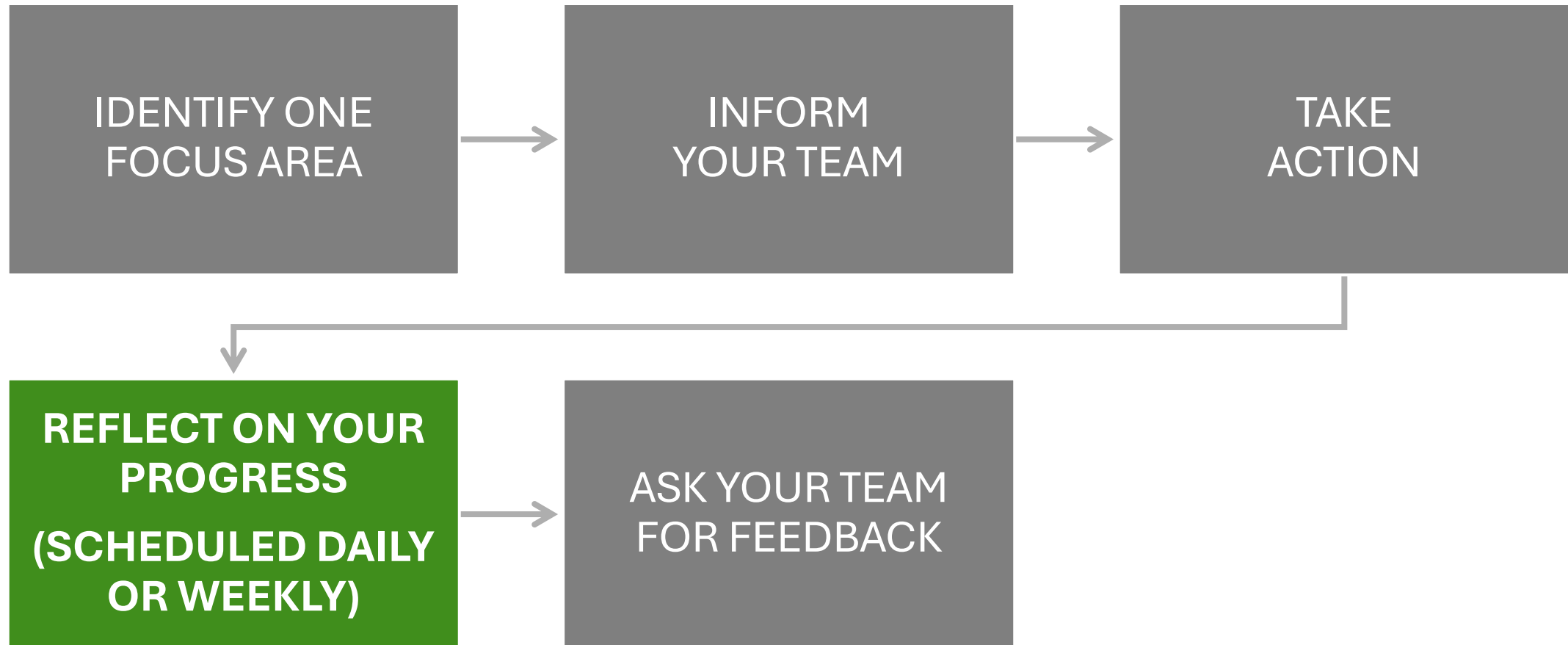
3. Our need to demonstrate value

- Makes us prone to bypass an inclusive approach

5 Steps to Strengthen Your Focus Area



“Go to the balcony”



Dr. Kristin Neff on the power of Self-Compassion

When we fail, make mistakes, or feel inadequate, be kind and understanding rather than harshly self-critical.

Self-compassion increases learning and growth and improves performance.

Reach out if you'd like further leadership support for you and/or your team.

Steve@bluerootleadership.com

Learn how to leverage 1:1's and Staff Meetings to Strengthen Trust
Free PDF Resource

Go to: www.bluerootleadership.com/trust

Best wishes and thanks for
learning with me!