

TRUST & PERCEPTIONS



TEAM MEETING GUIDE

This Week is About...

acknowledging that we are often walking around with feelings of distrust or uncertainty, and we don't talk about it or do anything to clear it up.

Why it Matters

When there are issues of trust within your team or with customers and no one is acknowledging it, your team is in a state of malfunction. Gathering the courage to address problems head on will alleviate a lot of stress and get you running smoothly again. If you don't have trust, you don't have a team.

During Your Team Meeting

*Remind everyone to bring their completed Personal Challenge worksheet 📄👉

STEP 1. Get started by asking:

- 🗣️ Share one High and one Low answer from the first section.
- ? What is something you can do to be more trustworthy to your family and your work family?
- ? What did you write down in section two under high and low trust?
- ? What is one of the actions you can do to build trust in our team?

STEP 2. Complete section 3 together

- 🗣️ Discuss and complete each section as a group, putting yourselves in your customers' shoes as you answer the questions. (Write answers on a whiteboard or flip chart if available)
- 🗣️ Wrap up by discussing and coming to an agreement on three actions you can take as a team to help build your customers' trust in your team and dealership.

TRUST & PERCEPTIONS PERSONAL CHALLENGE

Complete this activity to recognize how you, others, and customers feel about trust. Fill in sections 1 and 2 on your own. Be prepared to share your answers with your team at your weekly meeting where you'll complete section 3 together.

1 when trust is HIGH? when trust is LOW?

How do I feel with other members of my team...
How do I feel with other departments...

What are 3 small actions I can do consistently to be more trustworthy?

2 when trust is HIGH? when trust is LOW?

How do individuals on your team feel about you?...
How do other departments feel about your team...

What are 3 small actions to build trust in my team?

Complete with your team

3 when trust is HIGH? when trust is LOW?

How does the customer feel about my team or branch...
How does the customer feel about the dealership...

What are 3 small actions to build our customers' trust in us?

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Session Wrap-up Prompts

- How is trust the foundation of all our relationships?
- Why does it matter that we trust each other?