

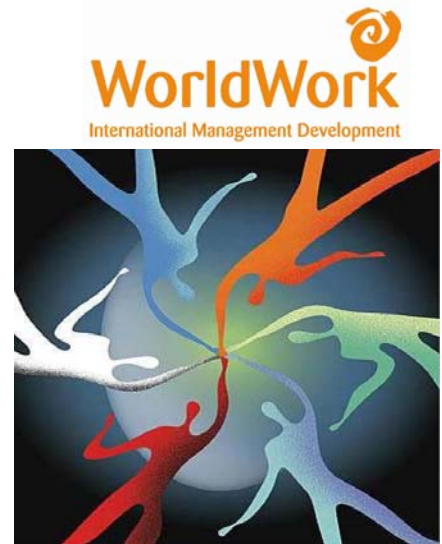
INTERNATIONAL TEAM TRUST INDICATOR

CONSULTANTS' WORKSHOP

Frankfurt 23rd October 2009

Conducted by David Trickey

Original researcher & developer of the instrument



Research shows that trust within an international team is a key predictor of effectiveness, creativity, & readiness to accept change. Especially now, trust within teams and especially in leaders of teams in global organisations is being put under pressure in today's recessionary climate. However, there are remarkably few tools or training courses that explicitly focus on this issue. With this in mind, WorldWork has developed a unique process to enable teams and their leaders to explore this critical factor.

Through an analysis of available research we have identified 10 different dimensions that people from many different cultures use to decide whether to trust others (see blue boxes).

Based on our trust dimensions, we have developed a process to identify levels of trust and the trust 'deficit' within any given team or workgroup or between the leader and their team members.

For the *International Team Trust Indicator* each team member completes a questionnaire which identifies for them the behaviours and attitudes they need from their colleagues if they are to trust them, and also what they are actually experiencing in this respect. These individual results are then pooled to provide an overall report for the team as a whole. The report contains a range of graphical analysis options that will enable the team leader and team members to identify the nature of any trust deficits within the team.

The *International Team Trust Indicator* (ITTI) diagnoses the levels and types of trust needed within international team so that you can structure an open discussion about this acutely sensitive but powerful issue - leading to concrete actions and productivity improvements.

An *International Leadership Trust Indicator* (ILTI) version focuses on the opportunities for team leaders to build higher levels of trust within their own international teams.

Competence

- Trust based on a perception that team members are competent, and so will not let me down.

Compatibility

- Trust based on background, values, approaches, interests and objectives held in common.

Goodwill

- Trust based on the belief that other team members are concerned about my overall welfare.

Integrity

- Trust based on the fact that other team members maintain promises and behave towards me in accordance with a moral code.

Predictability

- Trust based on the observation that the behaviour of team members is consistent over time and in different contexts.

Well-being

- Trust arising from the feeling that I have nothing to fear from the other members of my team.

Inclusion

- Trust based on the observation that other group members are team orientated and include me in their social and work activities.

Openness with Information

- Trust based on the fact that other team members share information that is important to the team proactively and clearly.

Accessibility

- Trust based on the fact that other team members share their true feelings and I can relate to them at a personal level.

Reciprocity

- Trust based on the observation that other group members are trusting and co-operative towards me.

HOW CAN I USE THIS TOOL IN MY CLIENT WORK?

Trust in Teams is suitable for multi-cultural teams that have experience of working together for at least a short time. It can be used as part of a team development programme, allowing the team to address difficult and elusive aspects of team effectiveness in a constructive way. Unlike **The International Profiler**, you do not need to be licensed to use this tool. WorldWork does however provide workshops such as this one to learn how to exploit the instrument in your training and consulting work.

The key features of the International Trust in Teams Indicator are:

- a 50-item web-based questionnaire.
- It takes about 30 minutes to complete and is completed anonymously.
- A wide range of graphical output and statistics to show the trust 'profile' of the team.
- The questionnaire is truly international resulting from researching 10 trust criteria which people from many different cultures use to decide whether to trust others
- An interpretative report on the results can be prepared by the consultant or by WorldWork Ltd.
- The questionnaires are used in leading organisations in the following sectors: Consulting, Banking, Mobile Telecoms, White Goods, Engineering, Car Manufacturing and Electronics

The Workshop will take place in the Holiday Inn Hotel North close to Frankfurt Airport on Friday, 23rd October 2009. The day will start at 10.00 and formally close at 17.30, with an opportunity for informal discussions between 17.30 and 18.30 for those who can stay on.

The Workshop will ensure you can:

- Clarify your understanding of trust as a lever for international (virtual) team effectiveness
- Explain the benefits of using the instruments in a variety of contexts
- Use our cross-culturally sensitive set of trust dimensions in your training and consulting work
- Understand the methodology behind the instruments (both ITTI and ILTI)
- Maximise the use of reports, data and graphics generated by the ITTI and ILTI questionnaires
- Design a trust-focused session for an international team
- Identify opportunities to use the instruments with your clients, including clarifying concrete benefits

CONTENTS OF THE WORKSHOP:

- The links between trust, teamwork, culture and productivity
- Rationale for the instrument: when to use it and with whom
- Dimensions of trust
- In-depth look at how to interpret the output from the instruments
- Dealing with trust gaps: potential causes and possible solutions
- Team case studies
- Embedding feedback on the instruments in a wider training, team-building, coaching or consulting context
- Applying ITTI/ILTI to your own consulting practice
- Administering, costing and marketing the instrument

And as a thank you for joining the workshop...

20% discount on your first purchase of an ITTI or ILTI instrument after the workshop.

(This could essentially cover the costs of attending workshop itself)

SUMMARY

WHAT? the international team trust indicator workshop

DELIVERED BY?

David Trickey, New Product Development, WorldWork

WHO'S IT FOR? consultants, intercultural trainers and coaches

WHERE? Holiday Inn, Frankfurt Airport North

WHEN? Friday 23rd October 2009

WHAT TIME? 10.00-17.30

HOW MUCH?

- €390 plus €45 for lunch, room and breaks if paid before 30th September 2009
- €420 plus €45 for lunch, room and breaks if paid after Oct 1st 2009

WHAT DOES IT INCLUDE?

- Workshop from 10-17
- Documentation
- Coffee breaks
- Lunch
- 20% discount on first ITTI or ILTI project used after the workshop



To enroll just CONTACT...

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