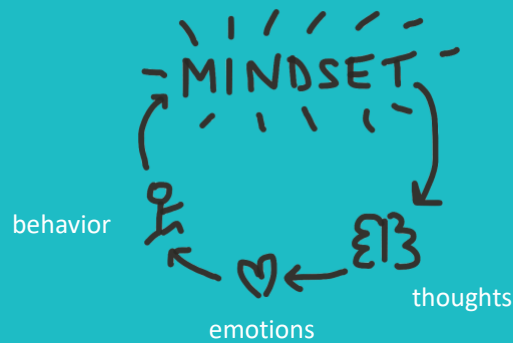


J&J Manager Empowerment Program
Workshop 2: Collaborating by Building Trust - WORKBOOK
With certified coach Desi Jagger

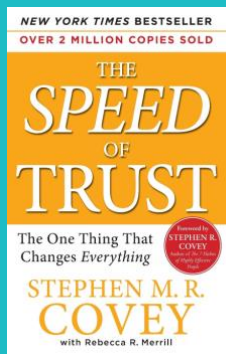
Mindset is everything



Johnson & Johnson

Desi Jagger
THE CHANGEMAKERS COACH

What makes a person trustworthy?



- Integrity – doing what you say
- Intention – having good intentions and no hidden agenda
- Transparency – being direct and open
- Track record – consistent past behavior and results

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Desi Jagger
THE CHANGEMAKERS COACH

Top Tips for building trust remotely



1. Listen with your eyes and heart
2. Ask meaningful questions: ex. “What made you smile today?” vs corona chat
3. Pay attention to the energy of the zoom room and proactively address mistrust / disengagement / skepticism
4. Keep everyone in the loop
5. Show some vulnerability – generate oxytocin

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THE CHANGEMAKERS COACH

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For questions and free coaching consultations,
email desijagger@gmail.com

Desi Jagger
THE CHANGEMAKERS COACH

WHAT MAKES A PERSON TRUSTWORTHY?

→ *List a few people you trust at work*

What are their qualities?

What do they say and do that allows you to trust them (the tangibles)?

What energy do they give off and how do you feel around them (the intangibles)?

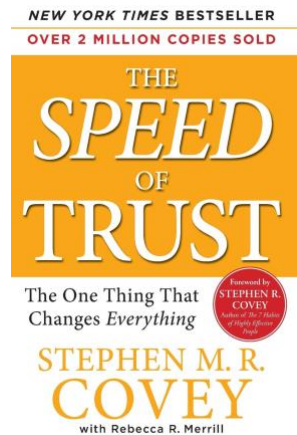
→ *List a few people you do not trust at work*

What are their qualities?

What do they say and do that allows you to trust them (the tangibles)?

What energy do they give off and how do you feel around them (the intangibles)?

RESOURCES



Paul Zak, neuroeconomist

HBR research summary: <https://hbr.org/2017/01/the-neuroscience-of-trust#>

TED Talk – Trust, morality and oxytocin

https://www.ted.com/talks/paul_zak_trust_morality_and_oxytocin?language=en

ACTION ITEM (COMPLETE BEFORE THE NEXT SESSION)

Use the below questions as a guide to help you reflect deeper on your beliefs and habits around trust. Feel free to go through them in order, or to jump straight to the ones that resonate most with you. The purpose is to explore.

What did you learn about trust when you were growing up?

What are your beliefs and assumptions about trust today? Should trust be given or earned? Are people naturally trustworthy?

Which of these beliefs still serve you and which ones need to be revisited?

Once trust is broken, is it possible to repair it? How would you do that?

Where does trust live in your body? Mind, gut, heart...?

When was the last time you were unsure if you could trust someone? Where did the doubt come from? What did you do and what was the impact?

Think of a time when someone gained your trust, despite your initial hesitation. What did you learn from this experience that you can apply with your colleagues?

What is the single most powerful thing you can do right now to increase the trust in your team / department / organization?

What is the cost of not trusting your colleagues?

How do you know when a colleague doesn't trust you? What are the tangible and the intangible signals?

When you notice that someone doesn't fully trust you, what can you do to change that in the moment?