Soft skills

Building Trust in Your Team

One day to understand what trust in a team is made of and rebuild it when it has been damaged. Managers work on what creates it day to day: keeping commitments, sharing information, accepting that mistakes come to light, treating everyone fairly. They assess the level of trust in their own team and leave with a three-month action plan.

Duration : 1 day

Objectives

1. Explain the components of trust: reliability, competence, goodwill, consistency between words and actions
2. Identify the management behaviours that build trust and those that quietly erode it
3. Assess the level of trust in your team from observable signals
4. Hold a repair conversation after a broken promise or a poorly understood decision
5. Build a three-month action plan to strengthen trust in your team

Programme

Day 1 — morning

• Trust given, trust earned: what an employee expects from their manager and colleagues

• The four components of trust and their signals in the life of a team

• What damages it: forgotten promises, withheld information, unequal treatment, hidden mistakes

• Self-assessment: an observation grid for trust in your team

Day 1 — afternoon (workshop)

• Getting mistakes and incidents reported without looking for someone to blame

• Role play: repairing trust after a scheduling commitment to the dispatch team was not kept

• Workshop: a three-month action plan for your team, with follow-up signals

• Knowledge test and presentation of the plans

Teaching methods

• Self-assessment of the trust climate in each participant’s team

• Case studies: reorganisation of a department, a new manager arriving in a warehouse, a production defect not reported

• Role plays on the repair conversation, observed and debriefed in the group

• Guided personal work on the action plan, reviewed in pairs

Assessment and documents

Knowledge test at the end of the day, post-training evaluation at D+1. Numbered training certificate, verifiable online, for each participant; training report given to the company.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

A 360° assessment can be carried out before and after the session to measure how the team perceives the change. The half day “Manager Authenticity and Transparency” goes deeper into the personal stance that supports this trust.

Practical information

Duration	1 day
Audience	Managers, team leaders, department heads, project leaders
Prerequisites	No prerequisites; some first experience of management makes the exercises easier
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

How is this different from “Manager Authenticity and Transparency”?
The authenticity half day deals with the manager’s personal stance: saying what they know, what they do not know, what they have decided. This day treats trust as a way a team works, between the manager and employees and between colleagues.

Can the course be taken after a crisis in the team?
Yes, it is often the right time. The cases are adjusted to the situation experienced, with the necessary discretion, and the workshop helps build a realistic rebuilding plan.

Is the team assessment shared with management?
The self-assessment grid is for the participant’s own work during the session. What they share with their hierarchy afterwards is their choice.