

Building Trust Using Emotional Intelligence

Elevating Trust for Organizational Health and Wellness



Why Choose Queen's IRC?

Queen's IRC focuses on developing and delivering human resources (HR), labour relations, (LR) and organizational development (OD) programs for busy practitioners.

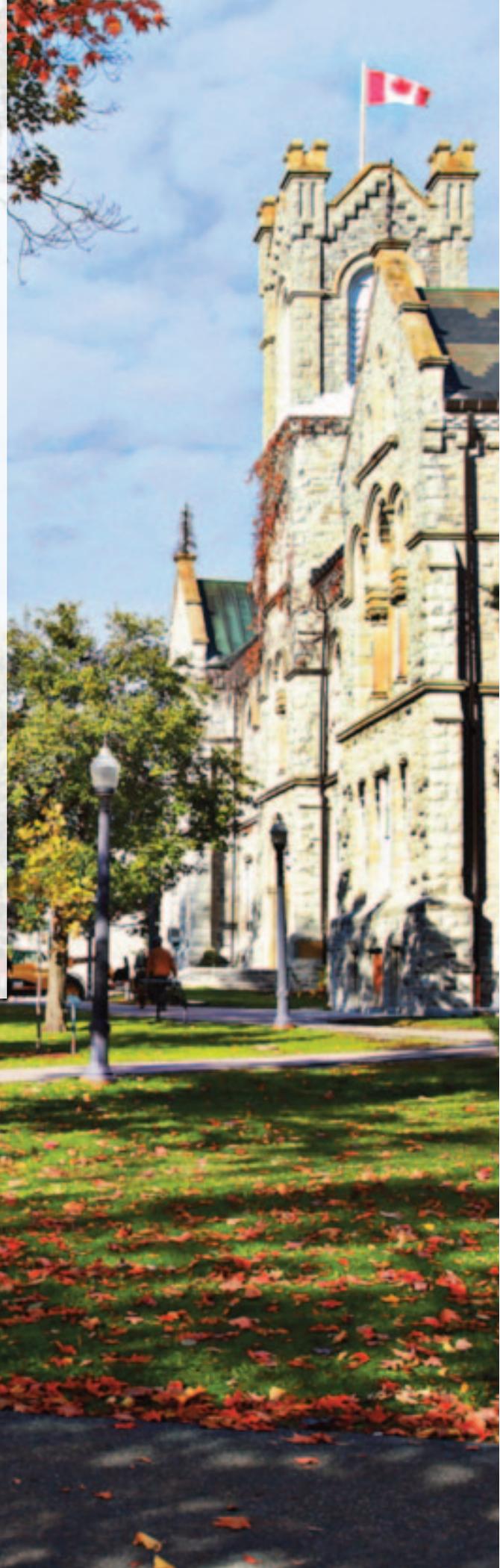
85 years of evidence-based and practitioner-focused training

In-person, virtual and custom programs available

Coaching from industry leaders with real-world experience

Certificate-based programs in HR, LR and OD

Practical simulations and tools that apply to your work environment



Trust is the ultimate foundation in the relationship that all workplaces build with their stakeholders. Trust allows an organization to attract and develop great talent, to strengthen their ability to face regular challenges, and to achieve strategy beyond today. Trust-building is like fitness training, and like fitness, strengthening the trust muscle is ongoing and a life-long focus for employees and those in leadership. Our *Building Trust Using Emotional Intelligence* program will show you how to explore levels of trust from individual, team, and organizational perspectives. This highly interactive program features small and large group interactions, with opportunities to share knowledge and experiences. You'll participate in important conversations about trust myths, facts, and research, and have the opportunity to leverage feedback from experts and fellow participants as you develop a trust fitness plan for your organization.

Learning Objectives

- Explore levels of trust from individual, team, and organizational perspectives
- Identify your current level of emotional intelligence and understand your trust-growth opportunities including your role to increase team performance and commitment
- Learn key lessons from real-life case studies of Canadian companies and how to use international and national trust research and trends
- Diagnose your organization's current and desired trust level and create a "Trust Fitness Plan" to close that gap
- Sustain your approach by using a trust plan in times of social, economic and technological change and strengthen your trust muscle for change that is ongoing

Organizational Benefits

- Tools to understand and leverage emotional intelligence in the workplace
- Real-world expertise from industry leaders and current research and trends
- Evidence-based planning tools to diagnose trust levels and build strategies to maintain trust through all phases of organizational life
- Talent who are truly engaged in their work, their own growth and that of their teams

Takeaway Tools

- Emotional Intelligence Self-Assessment Report*
- Trust Fitness planning template
- Trust Levels diagnostic tools

**(Participants are required to complete a confidential online EI assessment 5 days prior to program date. Send a team and amplify your results or explore a custom team program that expands the current data by adding a Group EI Profile and expanding the individual EI to a leadership profile).*

Program Details

2 Credits

Date, Location and Fee

For information on program dates, location and fees, visit:

<https://irc.queensu.ca/building-trust-in-the-workplace/>

Program Delivery

In-person and virtual

For information on **in-person** and **virtual** programs visit our [FAQ](#) page.

Registration

For information on registration, payment and discounts:

call toll-free: 1-888-858-7838

e-mail: irc@queensu.ca or visit our [FAQ](#) page.

To register for a program visit our [registration page](#)

Who Should Attend?

This program is ideal for leaders, People and Culture professionals, and organizational influencers who want to improve their trust-building skills and knowledge, and positively impact organizational health and success.

Program Overview

Our module-by-module overview introduces the topics that will be explored in depth over the course of the program.

MODULE 1

Defining Trust: Exploring How Our Core Values Are Linked to How We Experience Trust

- Define what trust means for you
- Engage in a Core Values Experience

MODULE 2

Leveraging Your Individual Emotional Intelligence to Strengthen Trust: Identifying Your Current Level of Emotional Intelligence to Determine how it Influences Trust

- Explore the concept of self-awareness
- Learn about the 15 emotional intelligences
- Explore your own EI Self-assessment Report
- Identify strategies in your EI Self-assessment Report to raise your emotional effectiveness

MODULE 3

Strengthening Team Trust: Exploring How High-Trust Teams Acknowledge Diverse Experiences and Perspectives, and Use Different Types of Empathy to Foster a Shared Understanding of What Trust Means For Their Work

- Use assessment tools to discuss the components of team trust
- Apply team models to put structure to the team trust work
- Use the Gap analysis tool and Trust levels diagnostic tool
- Identify the Top 5 emotional intelligences for teams

MODULE 4

Shifting Expectations of Trust Within Your Organization: Identifying How Social and Political Events in Canada and Around the World are Influencing Our Expectations Around the Role of Business and Government

- Consider current research findings and what it may mean for your organization and stakeholders
- Identify the types of trust promises by using the Trust framework
- Examine real-life workplace case studies and learn how to apply current research trends
- Identify trust drivers for leadership and the link to EI

MODULE 5

The Trust Fitness Plan: Developing Strategies to Implement Within Your Organization to Strengthen Trust Levels in Your Own Trust Fit Plan

- Apply all tools to build your own Trust Fit Plan for your organization or team
- Learn about ideas for Trust Fit Plans from other participants in the program

Facilitators and Speakers



Linda Allen-Hardisty, MCC (Lead Facilitator)

Linda is an organizational development professional (Queens IRC OD Certificate), an executive coach (ICF PCC professional designation), a team coach (EMCC Global Accreditation), and a Forbes Coaches Council contributing member. She's built a reputation as a vibrant, contemporary voice in the business world by blending her grounding in OD with a practical approach to addressing organizational challenges and opportunities.

Over her 20-year OD career, she has helped many leaders - from corporate executives to entrepreneurs - improve their personal and professional success. She is a sought-after facilitator and advisor for executive development, strategy and change, team effectiveness, and emotional intelligence.

With a Masters of Education from the University of Regina, Linda's uniqueness is that, prior to private practice, she fulfilled corporate leadership roles including the Director of Organizational Development in a company listed on the Hewitt Top 50 Employers in Canada and became the first Manager of Strategy and Performance for a municipal government undertaking cultural transformation. Her diverse industry experience includes oil and gas, healthcare, utilities, universities, tourism, municipal government, professional associations, crown corporations, arts and creative industries, architecture, Indigenous business, Agri-value, IT, and small medium business. Linda and her husband are proud to call the Canadian prairies their home, and she is a Member of the Board of Trustees at the MacKenzie Art Gallery, which is the public art gallery in Regina, SK.

The roster of facilitators and speakers may change. We will do our best to keep you informed of program changes.

Building Better Leaders



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