



INTERPERSONAL SKILLS AND SELF DEVELOPMENT | ISSD-013

Building Trust at Work

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Course content

Why Attend

Trust is the foundation of effective teams, leadership and collaboration. When trust is low, people withhold information, avoid risks and spend energy protecting themselves.

This Aractech course covers what trust is, the components of trustworthiness, building trust as an individual and leader, psychological safety, trust in virtual teams, repairing broken trust and trust across organisations. Participants develop trust-building actions.

Course Methodology

- Interactive sessions
- Self-assessments
- Case studies
- Role plays
- Action planning

Course Objectives

- Explain the components of trust
- Assess trust levels in relationships and teams
- Build personal trustworthiness
- Create psychological safety
- Build trust in virtual and cross-functional teams
- Repair damaged trust

Target Audience

- Managers and team leaders
- Professionals at all levels

Course content

- HR and OD professionals
- Project managers

Course outline

Detailed course outline

Day-by-day outline for Building Trust at Work.

Day 1 - Understanding Trust

- 09:00-09:45 | What trust is
- 09:45-10:30 | Components of trust
- 10:30-11:00 | Costs of low trust
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Costs of low trust (continued)
- 11:45-12:30 | Self-assessment
- 12:30-14:00 | Exercise: Trust assessment

Day 2 - Personal Trustworthiness

- 09:00-09:45 | Competence
- 09:45-10:30 | Reliability
- 10:30-11:00 | Integrity
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Integrity (continued)
- 11:45-12:30 | Care
- 12:30-14:00 | Workshop: Trust behaviours

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Day 3 - Team Trust

- 09:00-09:45 | Psychological safety
- 09:45-10:30 | Leader behaviours
- 10:30-11:00 | Team agreements
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Team agreements (continued)
- 11:45-12:30 | Openness
- 12:30-14:00 | Case study: High-trust team

Day 4 - Virtual and Cross-Functional Trust

- 09:00-09:45 | Remote trust
- 09:45-10:30 | Cross-functional collaboration
- 10:30-11:00 | Communication
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Communication (continued)
- 11:45-12:30 | Consistency
- 12:30-14:00 | Exercise: Virtual trust plan

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Day 5 - Repairing Trust

- 09:00-09:54 | Trust breaches
- 09:54-10:48 | Apologies
- 10:48-11:00 | Rebuilding
- 11:00-11:30 | Coffee break
- 11:30-12:12 | Rebuilding (continued)
- 12:12-13:06 | Organisational trust
- 13:06-14:00 | Capstone: Trust action plan

Seminar dates

Available seminar dates

Live dates and pricing for Building Trust at Work generated from the course details page.

Date	Location	Format	Fee
4 - 8 January 2027	Amsterdam	Classroom	€2,830
1 - 5 February 2027	London	Classroom	€2,315
1 - 5 March 2027	Istanbul	Classroom	€1,978
5 - 9 April 2027	Vienna	Classroom	€3,225
3 - 7 May 2027	Barcelona	Classroom	€2,815
7 - 11 June 2027	Paris	Classroom	€3,825
5 - 9 July 2027	Frankfurt	Classroom	€1,875
2 - 6 August 2027	Barcelona	Classroom	€2,815
6 - 10 September 2027	Amsterdam	Classroom	€2,830
4 - 8 October 2027	London	Classroom	€2,315

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1 - 5 November 2027	Istanbul	Classroom	€1,978
6 - 10 December 2027	Vienna	Classroom	€3,225
4 - 8 January 2027	Online / Live	Online / Live	€1,815
1 - 5 February 2027	Online / Live	Online / Live	€1,815
1 - 5 March 2027	Online / Live	Online / Live	€1,815
5 - 9 April 2027	Online / Live	Online / Live	€1,815
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