



Lean Conference Video Companion

The information provided is to initiate conversation and inspire 'outside the box' thinking. The guide can be used individually and/or in a group setting.

Getting Unstuck: Strategies to repair trust in groups – Wendy Fraser

The below activity can be done as a group or on your own.

Supplies needed: Sticky notes, flip chart, and sharpies

Facilitator needed, preferably not a supervisor

Slides: [Getting Unstuck: Strategies for Repairing Trust in Groups](#)

Part 1

-  On your own brainstorm what qualities or actions establish help establish trust. Write one word or phrase that comes to mind per sticky; there are no limits to the number of sticky notes you produce. (2 minutes)
-  As a group, place your sticky notes on the flip chart, "Establish Trust". (15 minutes total)
 - The facilitator will read the sticky notes out loud to the group. Are there any sticky notes that are the same or that can similarly grouped?
 - Discuss ways to "Establish Trust"
 - Does establishing trust look different when interacting with a co-worker? Supervisor? Agency leader?

Part 2

-  On your own brainstorm ways someone could BREAK your trust, think of the 8 most common trust violations (slide 4). Write on word or phrase per sticky that comes to mind; there are no limits to the number of sticky notes you produce. (2 minutes)
-  As a group, place your sticky notes on the flip chart, "Break Trust". (15 minutes total)
 - The facilitator will read the sticky notes out loud to groups. Are there any sticky notes that are the same or can similarly be grouped?
 - Discuss ways that someone could break your or a group's trust
 - How does it make you feel? What does it do to the group?
 - Does it vary depending on if it is a co-worker? Supervisor? Agency leader?

Part 3

-  As a group, discuss ways to reestablish trust once it's been broken.
 - Do you think the Trust Repair Process Model (slide 5) would be effective?
 - Which step(s) do you think are most effective for repairing trust?
 - Which part would you find the most difficult?
 - Wendy talked about intent. Can you think of a time your communications or actions upset someone, when that was not your intention?
 - What actions, if any did you take to repair the damage?
 - Are there ways to prevent someone from misinterpreting your intentions?