

# WAGGGS Leadership Development Programme

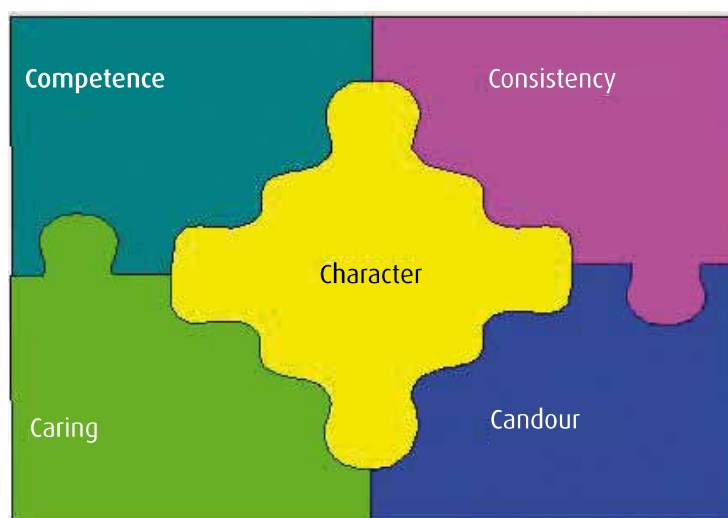
## Personal Development

### 9. BUILDING AND MAINTAINING TRUST AND RESPECT

Establishing and maintaining a relationship based on trust is an absolute essential for credible and effective leadership. Building trust is an ongoing process that begins right at the outset of any relationship.

Here is a model for you to consider as you begin to build and maintain trust with those whom you lead

Trust consists of five components:



Using this model, you can consider the following questions to identify the kind of actions and behaviours you can demonstrate in order to build a strong trusting relationship with your team.

#### **Competence: “an ability to do things well”**

- To what extent do I demonstrate skills, knowledge and the behaviours of an effective leader?
- How professional is my approach to leadership?
- What evidence do I have that others respect my leadership?
- What actions do I take to ensure I keep my leadership skills up to date?
- How committed am I to seek feedback from others to reflect on my leadership effectiveness?

#### **Consistency: “being reliable, even predictable!”**

- To what extent do I demonstrate a consistent level of high performance as a leader?
- How do I ensure that I do not let personal problems or other pressures detract from my leadership performance?
- How confident am I that I treat all members of my team, irrespective of their backgrounds, with an equal amount of respect and recognition?
- What actions do I take to ensure that I provide all members of my team with access to high quality advice, guidance, encouragement and support?

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### 9. BUILDING AND MAINTAINING TRUST & RESPECT (Contd)

#### **Caring: “thinking from another perspective”**

- In what ways do I demonstrate empathy with my team?
- How patient am I with my team?
- To what extent am I able to suspend judgment when team members tell me they have made mistakes, etc?
- How sensitively do I respond to the diverse backgrounds and cultures of the individuals in my team?

#### **Candour: “being honest and open”**

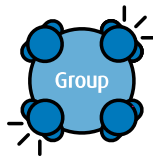
- How open am I with my team?
- What are the actions I take to ensure clarity of understanding in my communications with my team?
- How effective are my listening skills?
- How effectively do I deal with issues which have potential for conflict within my team?

#### **Character: “demonstrating integrity”**

- How sure am I that I always follow-through on agreed actions?
- How much do my actions and behaviour reflect my own personal values based on equal respect for all?
- How effectively do I deal with conflict situations that arise within the team?
- What evidence do I have that other people trust me?



#### **Group Exercise 9.A**



#### **CAN I HAVE YOUR CARD, PLEASE?**

### Learning Log