



Alberta Regional Consortia



## Webinar Topic: Trust

### Overview:

You will understand what inhibits, promotes and rebuilds trust. You will also learn about some of the key findings from the research about trust in schools, including 13 behaviors to restore trust.

### Preparing for the Webinar:

The following materials should be printed before starting this webinar:

#### 1. School Culture Survey

#### 2. Readings About Trust:

Summaries of the research from 3 books about trust:

- ☐ Trust in Schools
- ☐ Trust Matters
- ☐ The Speed of Trust

#### 3. Thirteen Behaviors that Build and Restore Trust from Stephen Covey's *The Speed of Trust*.

### Key Points:

- ♦ According to Byrk and Schneider, in schools with low levels of relational trust, there is a 1 in 7 chance of showing gains in student achievement and in schools with high levels of trust, there is a 1 in 2 chance of showing gains in student achievement.
- ♦ First steps in building a collaborative culture include: assessing the current culture, building trust and reinforcing the positive.
- ♦ In order to create a culture of trust, one must be both trusting and trustworthy.
- ♦ Most people see themselves as more trustworthy than they see themselves as trusting because they know their own intentions, but expect others to earn trust.
- ♦ In order to be seen as trustworthy, peoples' actions need to be considered as consistent, congruent and competent.

- ♦ Trust is a willingness to be vulnerable based on the confidence that the other person is benevolent, honest, reliable, open and competent (Tschanen-Moran).

### Inquiry Questions:

- ☐ What are the first steps in building a collaborative culture?
- ☐ How might you use the Culture Audit in your work?
- ☐ Do you see yourself as more trusting or trustworthy? Why?
- ☐ What are some strategies for increasing the degree of trust in your school and with those you work with?
- ☐ How would you describe trust?
- ☐ Why is trust so hard to build and so easy to break?
- ☐ Considering the 3 perspectives (egocentric, allocentric and third point), which allows us to experience a sense of empathy? Which would be the most productive stance when delivering feedback?
- ☐ After reading the summaries about the research on trust in schools, what key ideas are most important to you in your work? Identify new ideas, ideas that confirmed your thinking and ideas you might still be unsure about.
- ☐ Consider the 13 Behaviors to Build and Restore Trust from Stephen Covey's *The Speed of Trust*. Which are most important to you? Why? (See handout for descriptions of these behaviors.)
  1. Talk straight
  2. Demonstrate respect
  3. Create Transparency
  4. Right wrongs
  5. Show loyalty
  6. Deliver results
  7. Get better
  8. Confront reality
  9. Clarify expectations
  10. Practice accountability
  11. Listen first
  12. Keep commitments
  13. Extend trust

### Action Plan:

- ♦ What concepts from today's webinar will you focus on developing?
- ♦ What specific action will you take to implement these actions?
- ♦ When will you start and finish?
- ♦ How will you know you have been successful?
- ♦ What will you do first to initiate your plan?

### Extend Your Thinking Through Collaboration with Others:

#### 1. Assess the culture of the school or district you are working with by completing the School Culture Survey. Share with a partner.

- ☐ Identify an area of strength? What would be a next step and the action you would take to make it happen?
- ☐ How can you use this tool in your work?

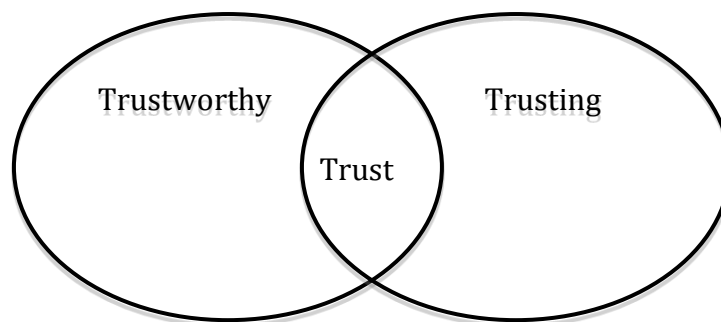
#### 2. Trio Talk

Number off in your trio. Read the article that corresponds with your number. Highlight the key ideas in your summary and share with your partners. Identify areas that are new, confirmed, or those you are unsure about.

1. Trust in Schools
2. Trust Matters
3. The Speed of Trust

#### 3. Discuss with a Partner:

Brainstorm words that describe trustworthy- share out. Brainstorm words that describe trusting. Share out. What do these two concepts have in common?



**4. Consider the 13 Behaviors to Build and Restore Trust from Stephen Covey's *The Speed of Trust*. Which are most important to you? Why? Share your thinking with a partner and reciprocate. Discuss steps to take to ensure the behaviors identified are implemented. (See handout for description of these behaviors.)**

1. Talk straight
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#### **5. Action Plan**

After completing your own action plan, share with others for feedback and other perspectives and ideas.

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- ☐ What will you do first to initiate your plan?



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