



The Institute for Management Studies, 201 West Liberty Street, Suite 100, Reno NV 89501

SUBJECT	BUILD TRUST TO ENGAGE EMPLOYEES, INCREASE ACCOUNTABILITY, AND NAVIGATE CHANGE AND UNCERTAINTY		
FACULTY	DR. DENNIS REINA		
LOCATION	Charing Cross Hotel The Strand, London WC2N 5HX 0870 333 9105	DATE	Monday, November 9, 2009
		REGISTRATION	8:30 AM
		SESSION	9:00 AM - 4:00 PM

TIME TOPICS

15%	Understand the business case for trust- why it is important to pay attention to trust dynamics in the workplace. <ul style="list-style-type: none"> • How change impacts trust, employee engagement, and performance. • What you can do to effectively navigate and minimize the negative consequences of change.
20%	Develop a shared understanding and a common language of trust. <ul style="list-style-type: none"> • What trust means and the 3 types and 16 behaviors that build it.
20%	Learn how trust is linked to employee engagement, performance and change. <ul style="list-style-type: none"> • The behaviors that support employee engagement, improve performance and the organization's ability to adapt quickly to changing market conditions.
5%	Understand behaviors that break trust and how they get in the way of results. <ul style="list-style-type: none"> • The subtle and unintentional ways trust is broken and what you need to be aware of.
20%	Learn how to rebuild trust to re-engage people, strengthen performance and develop skills to successfully navigate change. <ul style="list-style-type: none"> • The seven steps to rebuild and sustain trust and navigate change. • Learn to eliminate trust busters and overcome obstacles to getting work done.
20%	Gain Trust Building® skills to drive engagement, improve performance and successfully navigate change. <ul style="list-style-type: none"> • Learn how to measure and monitor trust within your team or with you as a leader with research based surveys. • Learn a practically proven approach so that your organization becomes a place where people WANT to produce!

SEMINAR DESCRIPTION

This dynamic, highly-interactive and informative program will help you learn specific principles and methods to build and rebuild trust, and concrete strategies that will help you engage employees, improve performance and successfully navigate change. Trust is the foundation of effective relationships which make both individuals and businesses successful and it can be damaged and eroded in many unintended ways.

FOR RESERVATIONS

Mike Matthews
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FACULTY



DR. DENNIS REINA is co-founder and President of The Reina Trust Building Institute, Inc. focusing on Research and Operations. He is viewed worldwide as an authority on trust. Dr. Reina developed the original Reina Trust & Betrayal Model®, the series of trust-measuring surveys, and many of the Trust Building® tools and resources that the Institute offers. He is also coauthor of the award winning, business best-selling book, *Trust & Betrayal in the Workplace: Building Effective Relationships within Your Organization*. Dr. Reina leads the Institute's research initiatives and product development. Dr. Reina has a gift for making the complex dynamics of trust simple, and for bringing them to life in a practical manner. He brings an uncommon combination of passion, practicality and life experience to his keynotes and consulting by experientially engaging participants in their learning. He regularly consults, speaks, and coaches leaders and their people in organizations across the continent. Dr. Reina draws upon his experiences in life, such as wilderness treks and two battles with cancer to bring a deep perspective to trusting. He has worked with organizations such as American Express, Boeing, Ben & Jerry's, Harvard University, Johnson & Johnson, Middlebury College, U.S. Army Chaplaincy Corps, Treasury Executive Institute, University of Tampa, Walt Disney World, Wheaton Franciscan Healthcare of Wisconsin.

GUIDE TO PARTICIPANT SELECTION

SENIOR EXECUTIVE
(Pres, Exec & Sr. VP)

EXECUTIVE
(VP & General Mgr)

SENIOR MANAGER
(Div. & Reg. Mgrs)

MIDDLE MANAGER
& SUPERINTENDENTS

3	3	3	3	3	3	3	3	3	3	3	3	3	3
2	2	2	2	3	2	2	2	2	2	2	2	2	2
1	1	1	1	2	1	1	1	1	1	1	1	1	1
1	1	1	1	1	1	1	1	1	1	1	1	1	1
Admin	Distrib	Engr	Finc	H.R.	Legal	Mktng	IT	Ops	Plng	Pchsg	R&D	Sales	

APPLICABILITY

"1" indicates primary target audience

"2" indicates a good fit if the level of material is appropriate

"3" indicates (in the opinion of the Institute and faculty) limited applicability.

FOCUS

PRIMARY

LEADERSHIP DEVELOPMENT:

Adaptability, Communication, Creativeness, Developmental Perspective, Empathy, Interpersonal Relations, Judgment, Motivation

SECONDARY

EXECUTING/CONTROLLING/EVALUATING:

Decision Making, Use of Authority, Delegation, Direction, Coordination, Guidance, Discipline, Evaluation

TERTIARY

PLANNING/ORGANIZING:

Problem Identification, Analysis, Evaluating Alternative Solutions, Developing Specific Plans, Generate and Obtain Plan Support

LEVEL

Introductory Intermediate Advanced