

# TRUST, RESPECT & EMPATHY

This program equips emerging and first-line managers with the tools to develop and maintain trust, respect and empathy in the workplace.



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## PROGRAM OUTLINE

This workshop will cover the following topics:



- What a high performance culture looks like
- Psychological safety
- The speed of trust
- How to build trust
- Communicating with empathy
- Cognitive bias
- Discrimination, harassment and bullying
- Saying no to bad behaviour
- Active bystander behaviour
- Advocacy of a high performance culture, through the golden trio principles

## LEARNING OUTCOMES

After completing this workshop participants will be able to:

- Employ strategies from the golden trio of high performance leadership (Trust, respect and empathy)
- Understand what a psychologically safe workplace looks like
- Deploy new skills and communication strategies for greater outcomes
- Identify and take action against toxic behaviour
- Promote and advocate for a high performance culture, that displays the golden trio principles

## BENEFITS TO BUSINESS

- Generate a positive culture through the utilisation of trust, respect and empathy.
- Reduce the volume of employee relations cases, through the proactive adoption of awareness and education.
- In its 2016 global CEO survey, PwC reported that 55% of CEOs think that a lack of trust is a threat to their organization's growth. But most have done little to increase trust, mainly because they aren't sure where to start." – Paul J, Zak, Harvard Business Review.

## PROGRAM DETAILS



**COST** \$4,000.00  
(Cost is per program, ex GST)

**PARTICIPANT NUMBERS** 15 participants maximum  
(Optimal group size 8-12)

**DURATION** 4 hours

**DELIVERY** Digital  
(Delivery via Zoom etc)