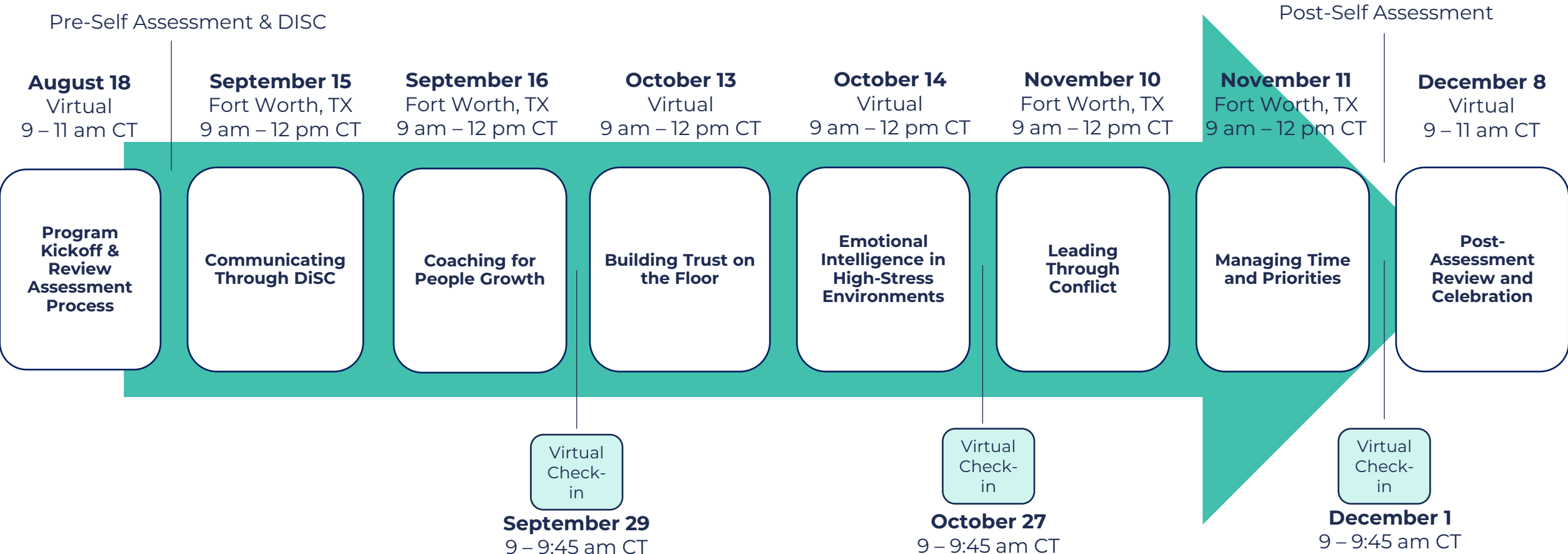




Building Trust on the Floor

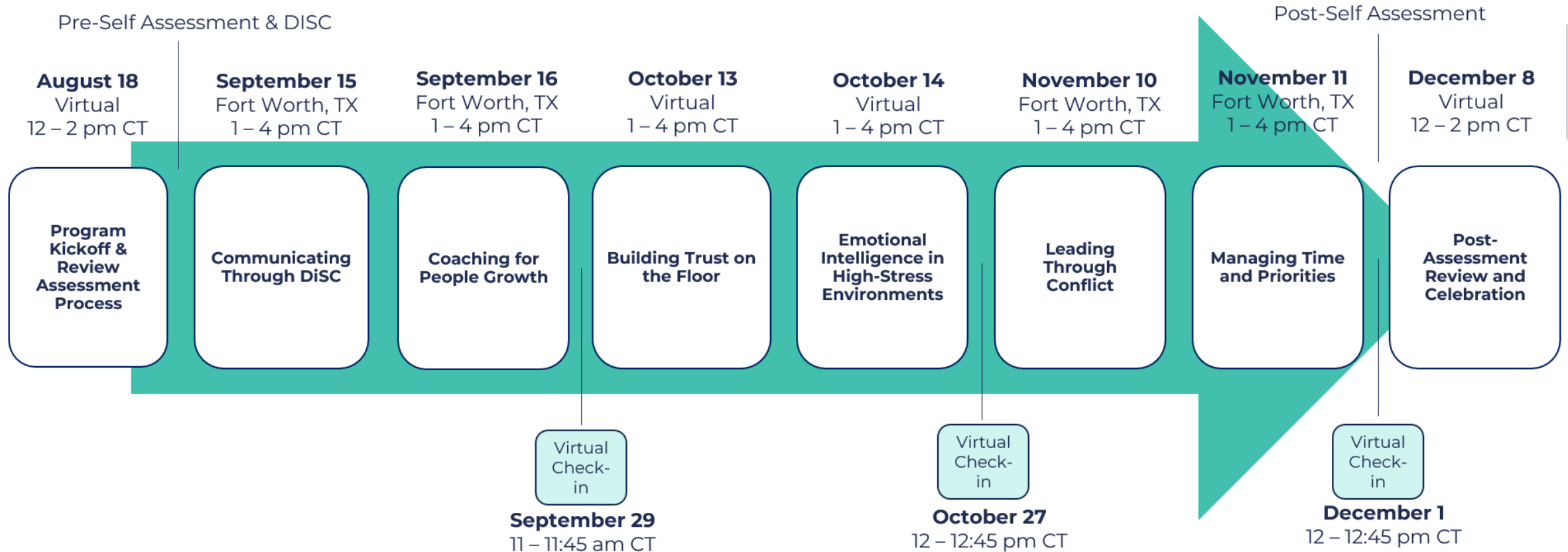
Development Process: AM Cohort



Between Sessions:
application exercises, accountability partner
connection, follow-up, and reminders



Learning Journey



Defining Trust in Manufacturing

Competence

Do they believe you can do the job?

Connection

Do they believe you care about them as a person?

Character

Do they believe you'll do what's right?



TRUST

The 4 C's of Trust

CLARITY

CONSISTENCY

COMPETENCE

CARE

Trust-Building Behaviors

List 5 actions you can take to consistently signal trust to your team.

Circle one to start tomorrow.



Common Trust Breakers & Repairing Trust



Practice

- Pair up to role-play repairing trust in a real or hypothetical situation.
- Switch roles after 3-4 minutes.



The 5 Minute Trust Check-In Tool



- 1 Progress
- 2 Challenge
- 3 Help
- 4 Appreciation

Practice

- 1 Progress
- 2 Challenge
- 3 Help
- 4 Appreciation



Trust Action Plan

What 2-3 actions will you take this week to build trust?



Using AI to Build Trust



AI tools can help
you build trust.

Building Trust Frameworks



- **Trust Triangle:** Competence, Character, Connection
- **4 C's:** Clarity, Consistency, Competence, Care
- **Trust Signals:** Consistent, Visible Actions
- **Repair Framework:** Acknowledge, Apologize, Act
- **5-Minute Check-In:** Progress, Challenge, Help, Appreciation

AM Action Items



PM Action Items



Action Items page

Scan the QR code to access the action items page

Questions?



Action Items

