



COLLEGE OF BUSINESS
LAMAR UNIVERSITYTM
MBA

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Team Leadership

Notebook

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Name: _____

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Semester: _____

WEEK 2: Inspire Trust

VIDEO ASSIGNMENT: *The Speed of Trust*

What is the relationship between speed and trust? Cost and trust?

According to *The Speed of Trust*, when speed rises in a relationship, or in a company or on a team or in an industry, with a client, with a customer speed goes up with it and cost comes down.

On the other hand, in a case where trust goes down, the cost goes up and when trust goes up, costs go down.

Talk about some specific examples of these relationships in your organization.

In my organization, when customer speed goes up I will be favoured because there will be reduction in cost because there will be requirement of less customer attendants since there will be no wastage of time.

In a case where in my organization I will have increased trust on my employees, I will have less cost because I will not install things like CCTV cameras or employ more supervisors because I trust my organization members.

What did you learn from the examples Stephen M.R. Covey shared in this video—Andy Roddick, Warren Buffett, and the hot-dog vendor?

From the examples of Stephen M.R., I learned that as leaders we should be caring genuinely for the people we are leading in our organizations.

How do these examples apply to us as leaders?

As leaders, the examples given by Stephen M.R. apply to us when we care about the people we lead as individuals, as a team and knowing that they have human issues other than those concerned to work so they need to be given time when they have matters to attend to.

What examples of the speed of trust have you seen in your workplace?

In my organization, i have witnessed incidences where the speed of trust increases and the speed of customer too, thus resulting to less cost because there is no wastage of time when attending bto my clients.

Also i have seen seen my clients trusting our organization much and that results to less costs because there are no costs incurred in putting up measures to convince my clients on my organizational services.

OTHER WEEK 2 ASSIGNMENTS

Click on the top ten videos link and watch the "Investment Advisors. What is this video saying about how individuals can use counterfeit trust behaviors. Reflect on a time when you were able to identify a counterfeit trust behavior that undermined your faith in humanity.

According to "Investment Advisors", individuals can use counterfeit trust behaviours when they dealing with agendas that are hidden. Also, individuals use a counterfeit behaviour by being candid, open and real.

Watch the IDEO Creativity Project. What are the key success factors for this company. How may you use these factors in your work group?

The key success factors for IDEO Creativity company are the the collaborative creative approach and a number of cycles that are known as iterations.
In my working groups, i can use thuis factors to deal with things that require our unity as a group and situations that call for our collaboration.

Build a trust tax or trust dividend table for your team (*Refer to page 20 & 21 in participant manual*). Are you satisfied with the amount of trust? What do you need to change?

Type of income	Income Tax rate
Dividend-type income	7.5%
All other income	20%

However, i am not satisfied with the amount of trust. I can need to change how i relate with my team members to improve on my income.

Use the thirteen behaviors of high trust (*Refer to page 22 in participant manual*). Explain each of these behaviors and give a positive and negative (counterfeit or fake) example of each behavior. How can you work to improve this trust behavior?

Behavior 1: Talk Straight

This behaviour is concerned with talking clearly to avoid being misunderstood. If i communicate clearly and straight, people will understand what i mean and if i dont people will misunderstand me and mistaken me in many cases. However, i can improve on these trust by trust behaviour by being focused and practising being straight on everything i engage into.

Behavior 2: Demonstrate Respect

This is a behaviour based on kindness, respect civility and fairness principles. If i demonstrate respect to others, they will alway follow my steps and if i dont, they will endup showing many cases of disrespect. I can work on this by being a pillar of respect everywhere i go.

Behavior 3: Create Transparency

This behavior talk about being real and genuine. Once i happen to be real and genuine, people i associate myself with are going to understand me better and if i dont, i might suffer from presure because people will be having greater expectations on me. I can imrove these by ensuring that i practise the act of being genuine and real when dealing with everyone.

Behavior 4: Right Wrongs

This talks of making of restitutions other than just apologizing. In a case where i apologize and make restitution too, i will not involve myself in such wrongs again but when i apologize and do not restitute i will getting myself doing the same wrongs again. I can work on this by ensuring that i apologize and restitute too.

Behavior 5: Show Loyalty

This is giving credit where due. If i be loyal to people, i will be treated with loyalty too but if i dont i will end up suffering from disloyalty. However, i can work on this trust behaviour by ensuring speak about people as though they are present.

Behavior 6: Deliver Results

This is a way to convert cynics and establish trust in a new relationship. In a case where i deliver results, i will be well appreciated and recognized by people but if i fail, i will considered as a person with no any contribution to the prevailing situations. I can can improve this trust behaviour by ensuring that i contribute and help in situations that need my help.

Behavior 7: Get Better

It is concerned with continuously improvement by learning, growing and renewing yourself. If i learn and renew myself, i will always be a replicate of a good model but if i dont i will always remain to be an indigenious person who is not adapting to the changes. This behaviour can be improved through emphasizing on changes and upholding them.

Behavior 8: Confront Reality

This talks about taking the tough issues head-on. In a situation where i adhere to thses, i will be interacting with others fast and making fast achievements too. If i fail to upheld that, i will be lagging behind on the way i will be interacting with other people. Moreover, this trust behaviour can be improved by ensuring that i engage myself in creativity issues.

Behavior 9: Clarify Expectations

It is a trust behaviour concerned with creation of shared vision and agreement up front. If i define every outcomes expectations, i will empress other other parties because i will have prepared then for the outcomes expected, but if i dont i will leave them with alot of vagueness. This can be worked on by being specic and clarifying everything that i expect to happen.

Behavior 10: Practice Accountability

This behaviour advocates on holding yourself and others accountable. If i do this, i will have generated trust from other people but if i fail, other people will be considering be as someone who is not responsible. This can be adhered to and worked on by making sure and knowing that i am accountable for everything i involve myself in.

Behavior 11: Listen First.

Genuinely understand another person's thoughts and feelings, before trying to diagnose or advise. If i do this, i will be getting the right way to help or to advise them but if i fail i will be ending up misleading and setting them in more trouble. This can be improved by paying attention to everyone who is saying something and making sure that we fgive time for others to talk.

Behavior 12: Keep Commitments

It is considered as the quickest way to build trust in any relationship. If we keep commitments in anything we involve ourselves in, we will be having good times and enjoy bveing in the relationship and if i fail keeping commitments i will be facing shame for making false promises. This can be improved by ensuring that everything i commit myself in i have the capabilities of keeping the commitment.

Behavior 13: Extend Trust

This can be said as the act of shifting a of trust from a noun to a verb. In a situation emphasize on trusti8ng others, i will be benefiting from that because i will be reducing the cost of mionitoring my employees and if i fail i will be alleged with loss of time trying to monitor my employees.