

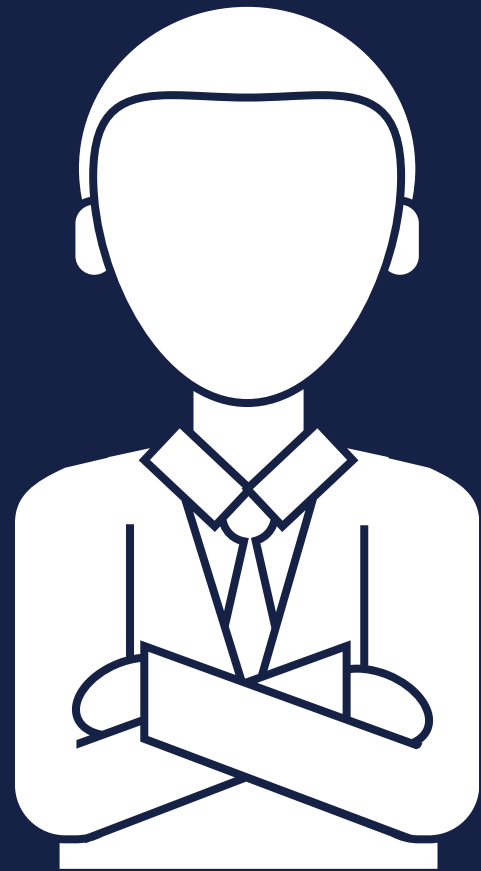


ACTIVATE 180

THE SCIENCE OF TRUST: HOW TO NAVIGATE
CHANGE WITH ADAPTABLE TEAMS

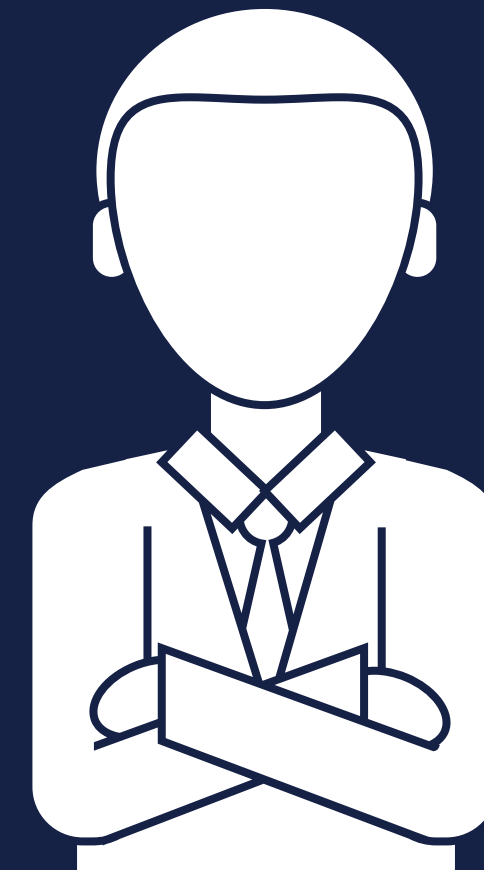
SEPT 26 | 2024



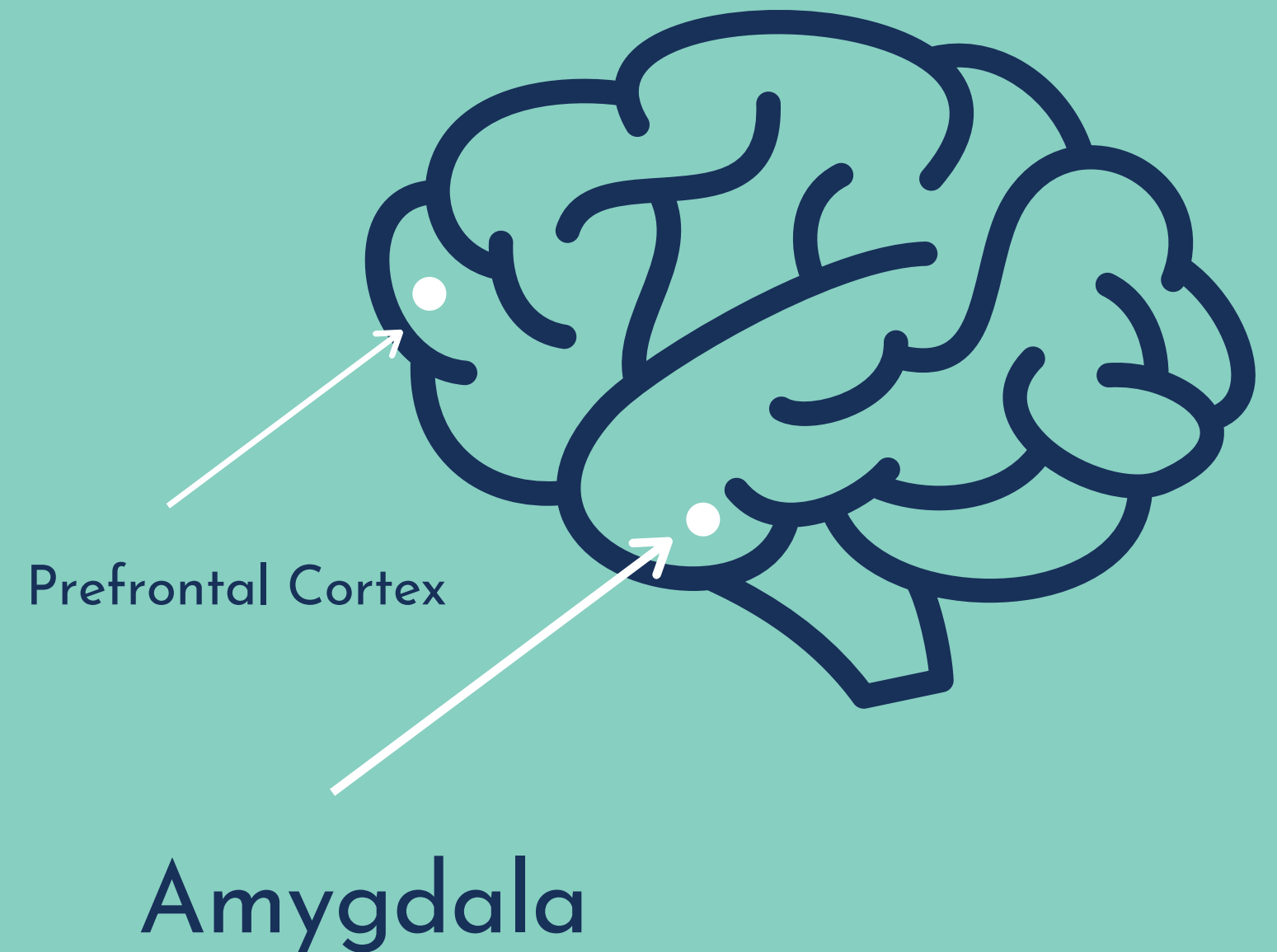


How do you **naturally**
cross your arms?

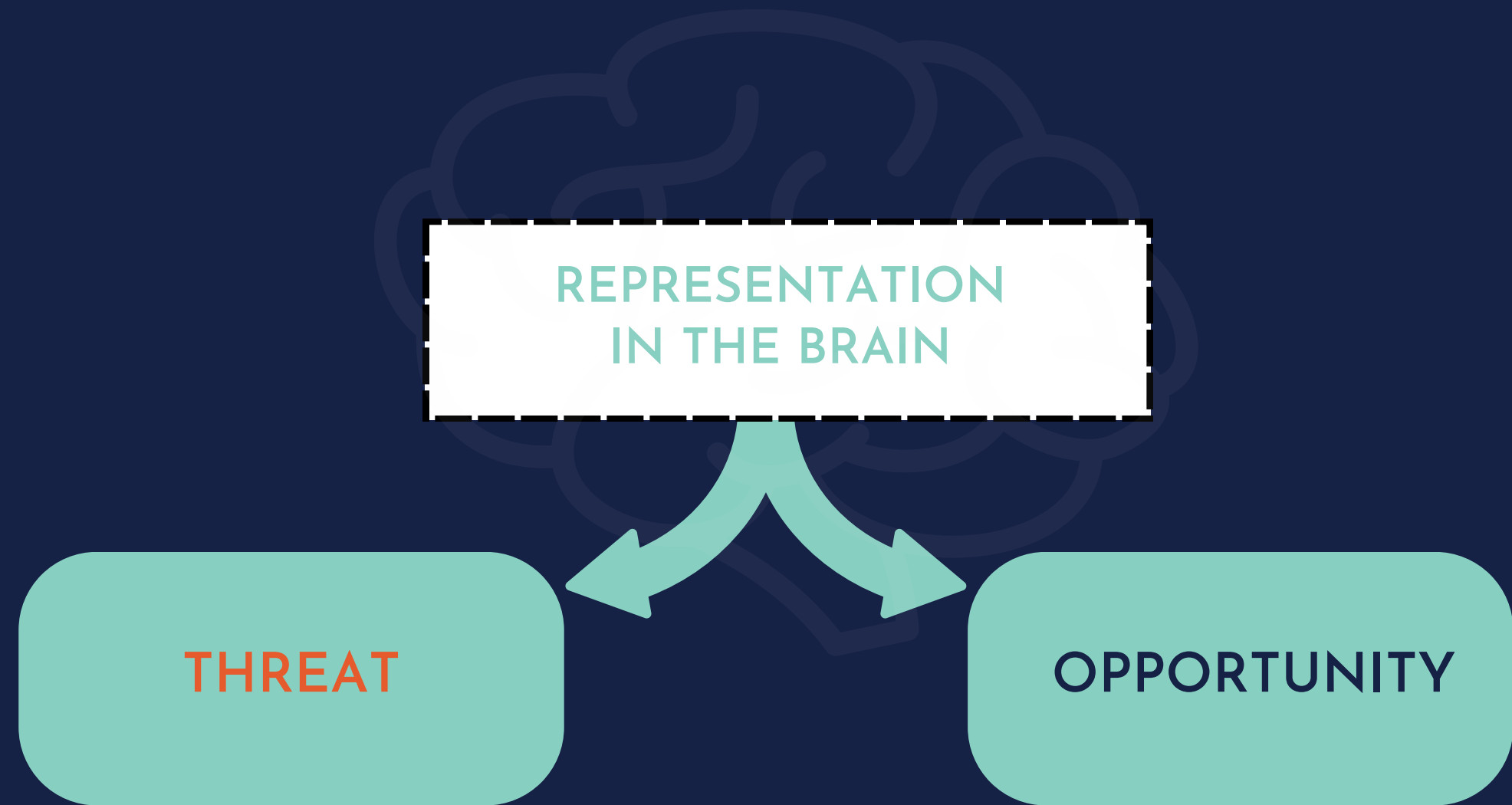
Now, cross your arms
the "other" way.



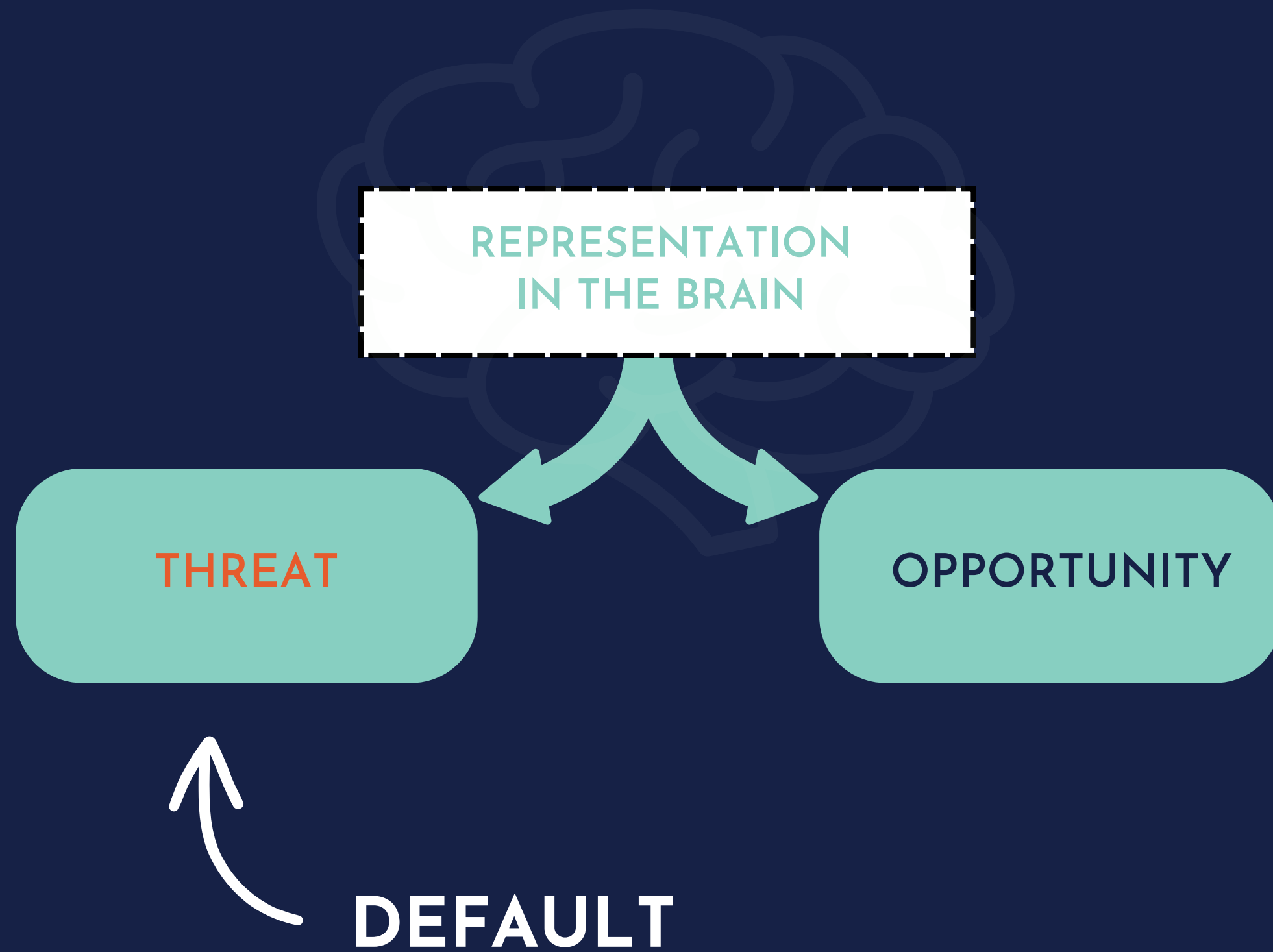
We are **hardwired**
to move towards
what's **familiar** and
move away from
what's unfamiliar.



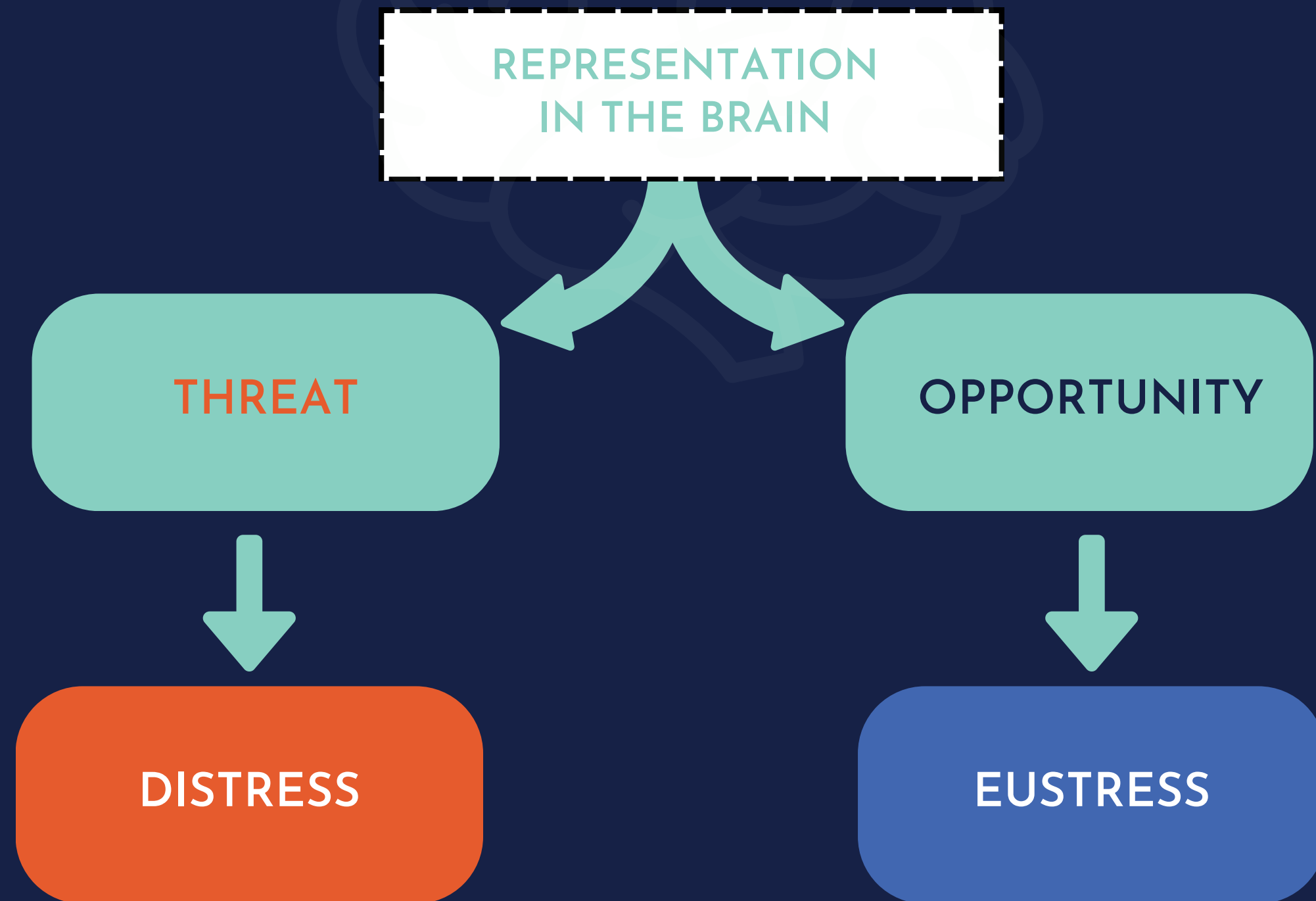
OUR PERCEPTION OF CHANGE



OUR PERCEPTION OF CHANGE



OUR PERCEPTION





“The **Primal Brain** is wired to avoid the new, the different, and the unusual.

Once it has determined that a change may not be as **threatening** to us as initially assessed, only then can our rational brain kick in and assess the possibility of change.”

-Christopher Morin, PhD

Meet Ray Kurzweil

One of the world's leading inventors, thinkers, and futurists

- ▶▶ *Honors from 3 U.S. presidents*
- ▶▶ *National Inventors Hall of Fame member*
- ▶▶ *Holds 21 honorary Doctorates*

- ▶▶ **86% accuracy rate (127/147 on future predictions)**



CHANGE IS INEVITABLE

"We won't experience 100 years of change in the 21st century — it will be more like 20,000 years of change (at today's rate)."

Ray Kurzweil



POLL

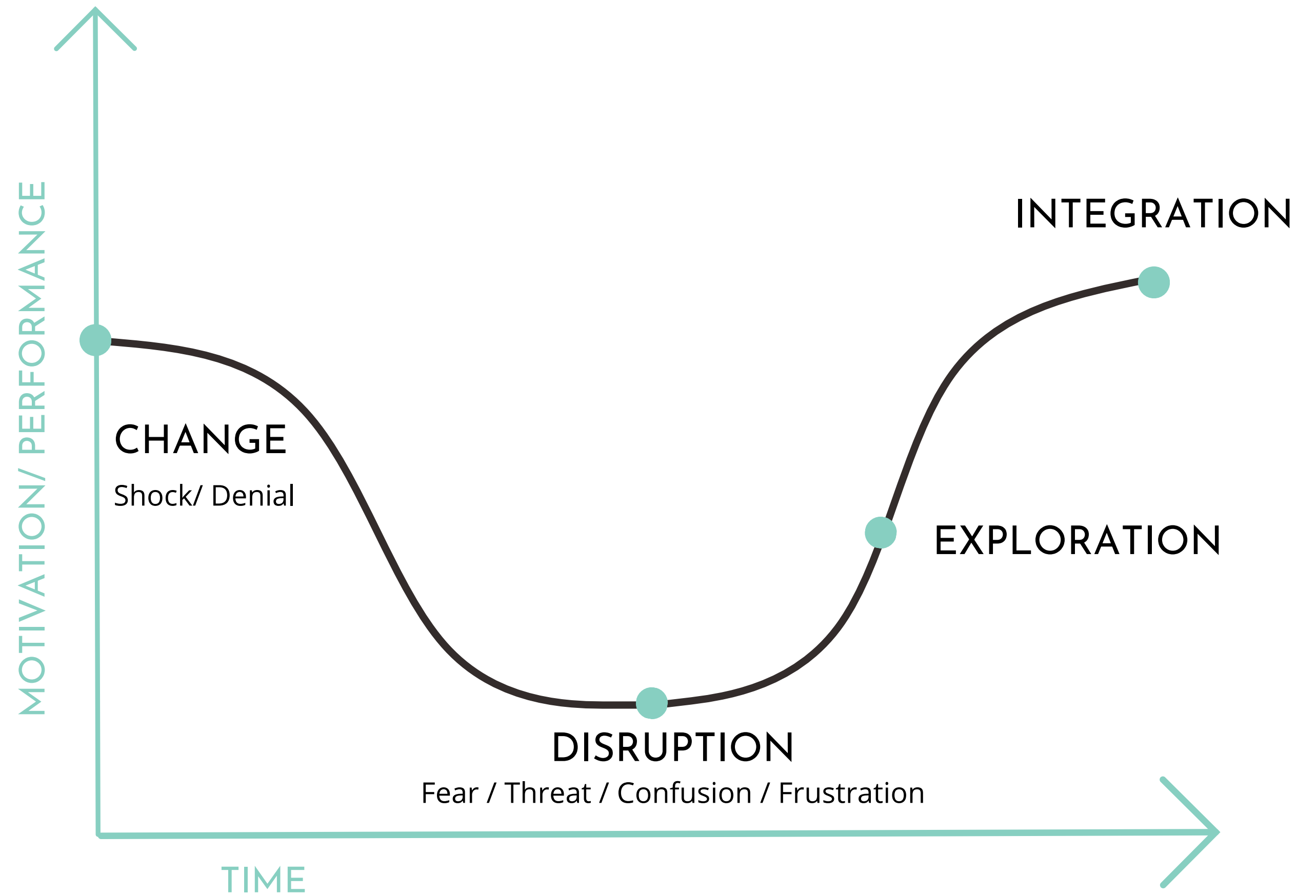
CURRENT RATE OF TECHNOLOGICAL ADVANCEMENT.

Threat or Opportunity?

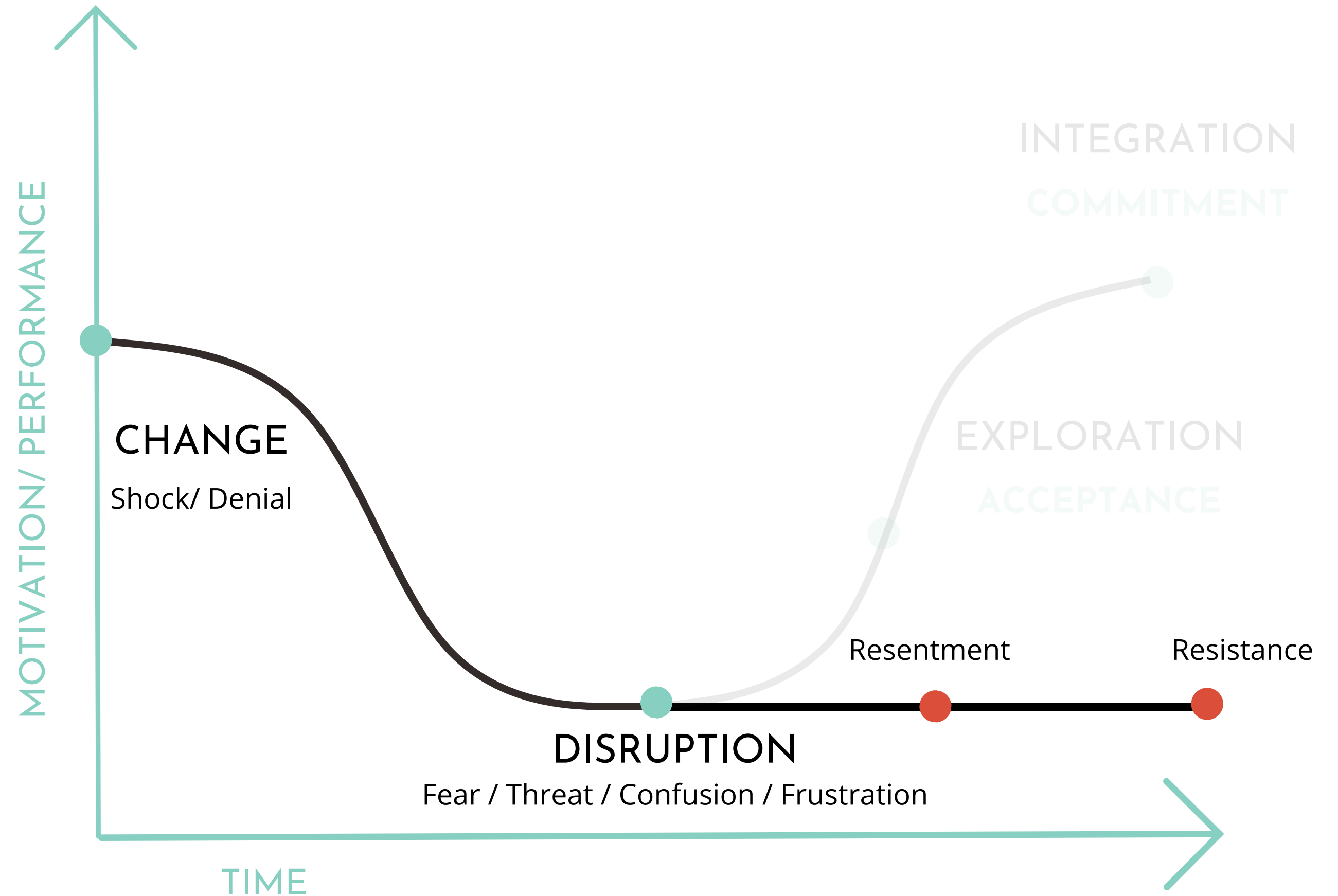
If change is constant..

How do we build teams equipped to navigate change?

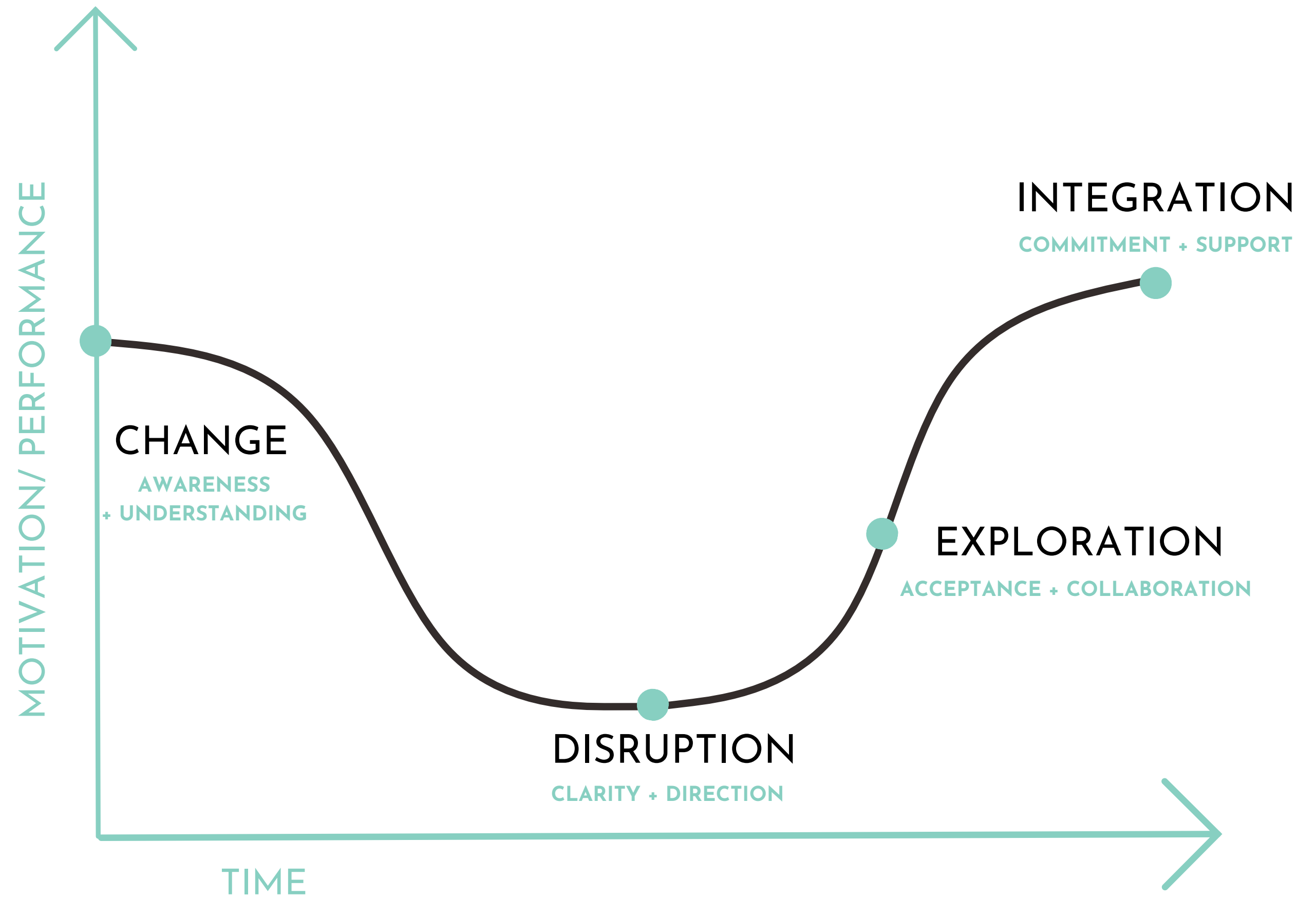
CHANGE CURVE



INEFFECTIVE CHANGE MANAGEMENT



EFFECTIVE CHANGE MANAGEMENT



ADAPTABLE TEAMS



①

ENVIRONMENT

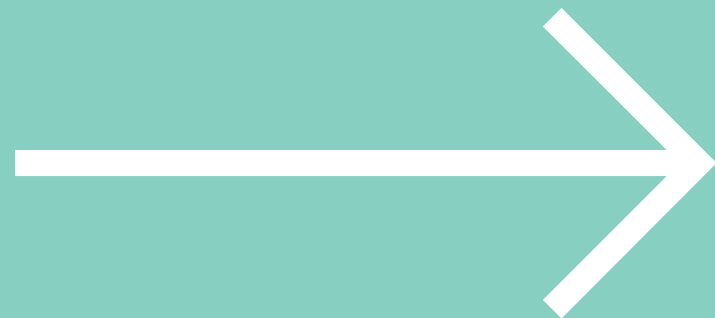
Are we creating the right environment for individuals and teams to be adaptable?

②

CAPABILITY

Are we developing the right skills + executing the right strategies effectively to be adaptable?

ADAPTABLE TEAMS



①

ENVIRONMENT

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②

CAPABILITY

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REFLECTION

Think of **one person** who you work
with & you **trust** the most.

What are the characteristics?

AUTHENTICITY

←
I experience the real you.

TRUST

RELIABILITY

←
Your actions align with your words; you are consistent & you follow-through.

CARE

→
I believe you genuinely care about me and my success.



REFLECTION

Think of a team you've worked with that had a lack of trust.

What happened as a result?



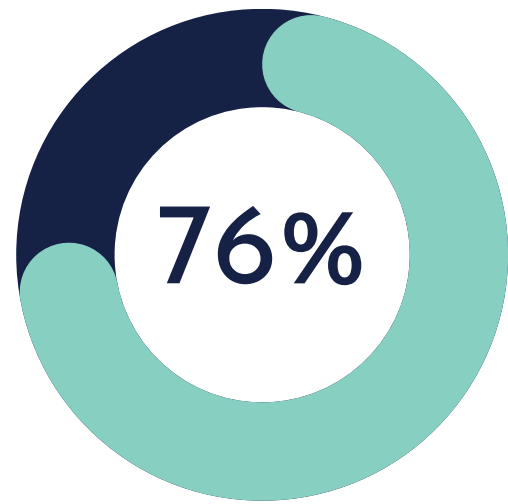
REFLECTION

Think of a **team** that you've worked with where you felt the most collective **trust**.

What are the characteristics?

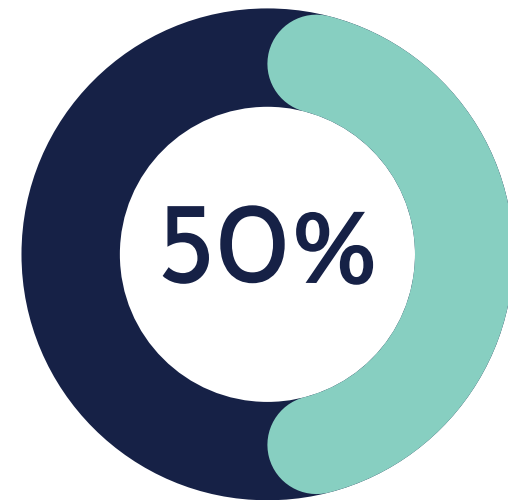
HIGH TRUST COMPANIES vs low trust companies

MORE ENGAGEMENT



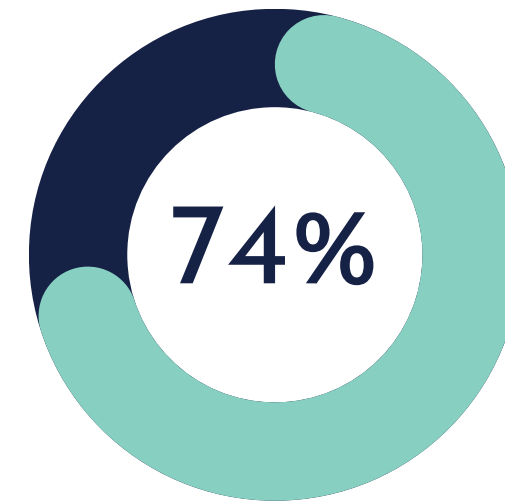
People at high-trust companies report:
76% more engagement

HIGHER PRODUCTIVITY



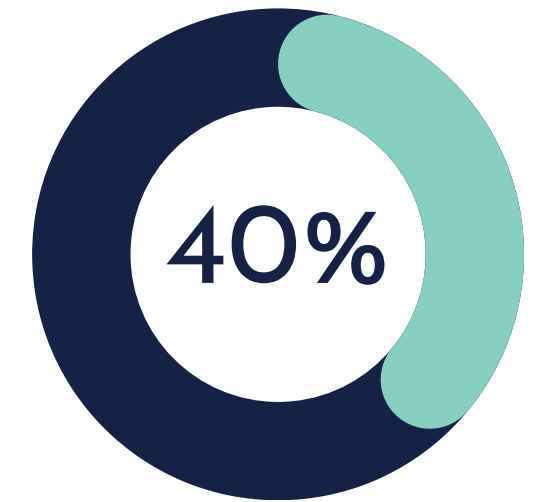
People at high-trust companies report:
50% higher productivity

LESS STRESS



People at high-trust companies report:
74% less stress

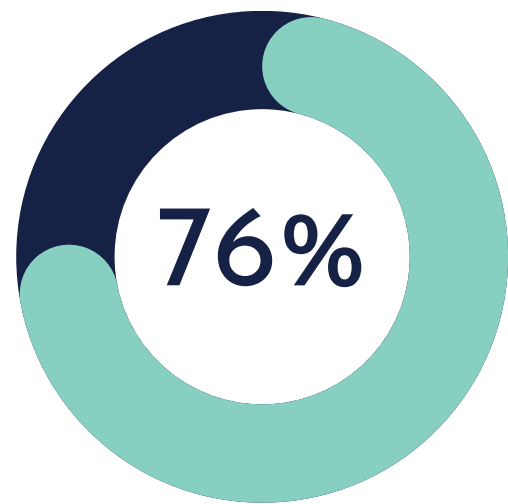
LESS BURNOUT



People at high-trust companies report:
40% less burnout

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MORE ENGAGEMENT



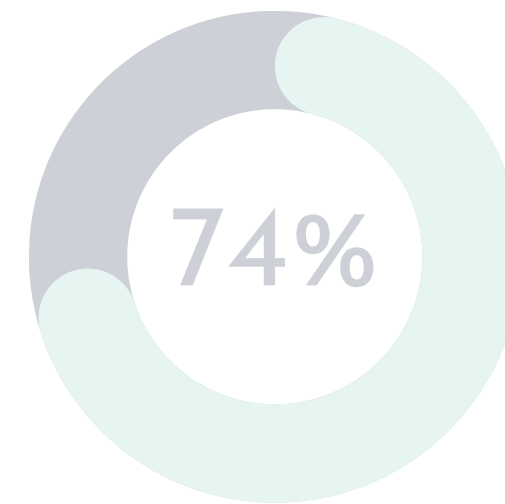
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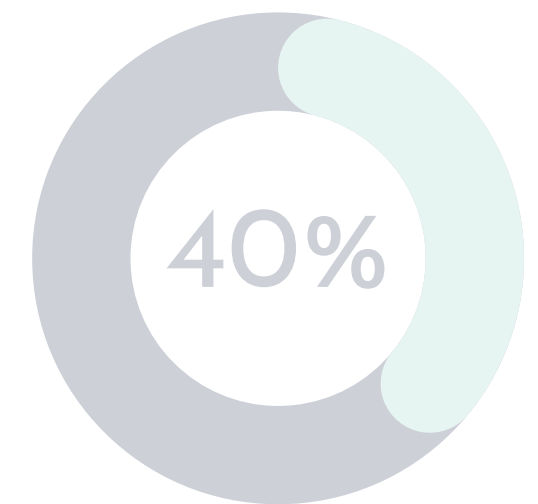
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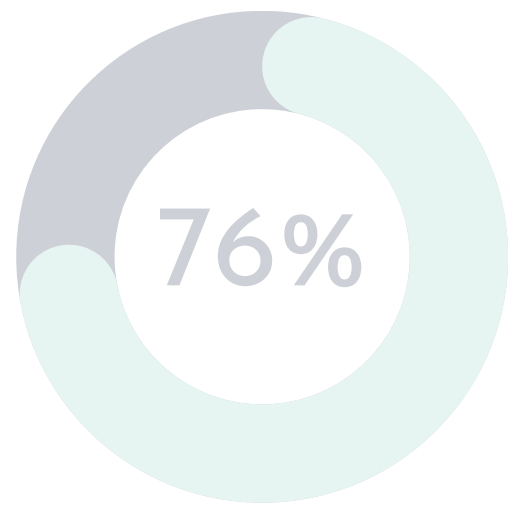
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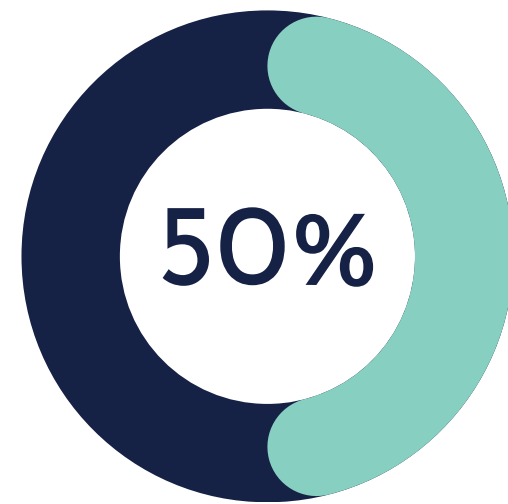
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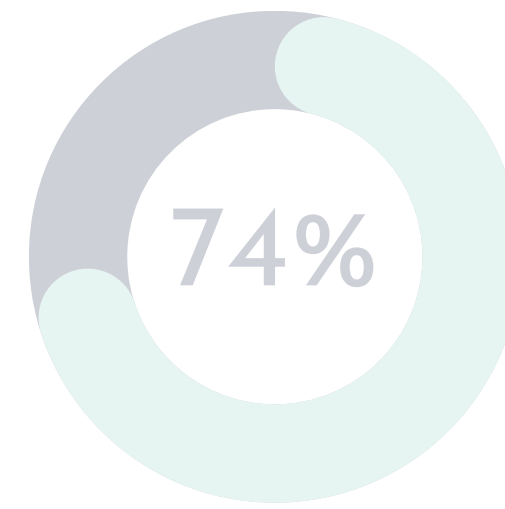
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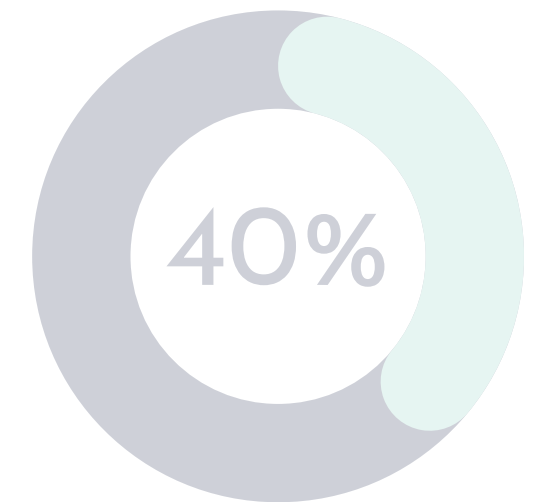
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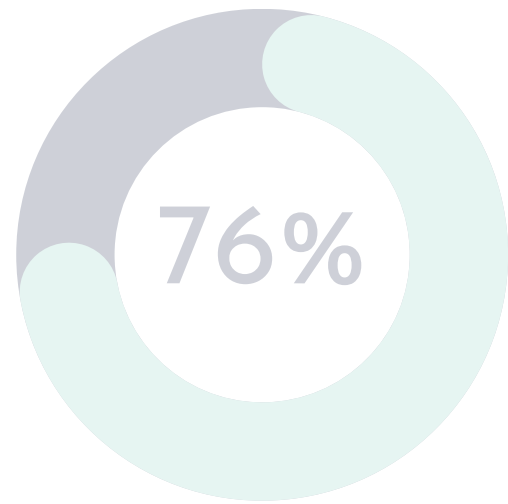
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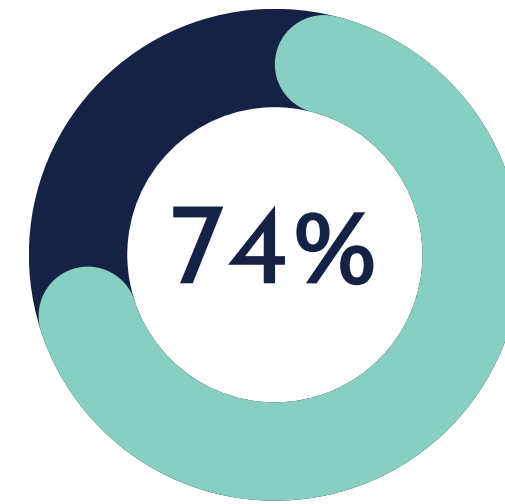
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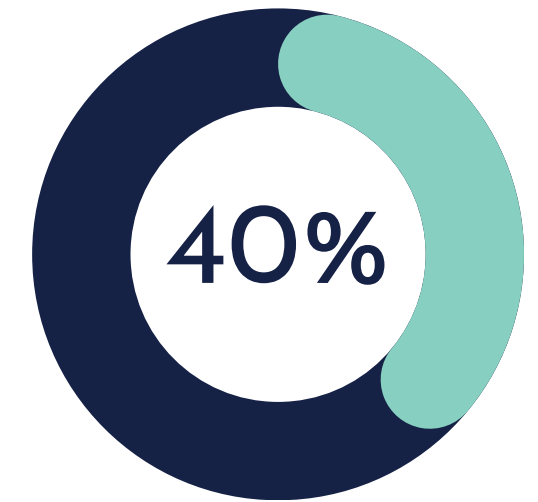
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TRUST

Building trust is a competency, a set of skills that can be learned, improved and practiced.

8 THINGS HIGH TRUST TEAMS DO WELL

1. Share information broadly
2. Recognize excellence
3. Adequately challenge
4. Give autonomy
5. Enable job crafting
6. Intentionally build relationships
7. Facilitate whole-person growth
8. Show vulnerability

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“The single biggest **problem** in communication is the illusion that it has taken place”.

George Bernard Shaw

Organizations with effective
change and communication
strategies are **3.5x** more
likely to outperform their peers



of organizational
change initiatives

FAIL



68%

of **senior managers** say they understand why the organizational change is happening

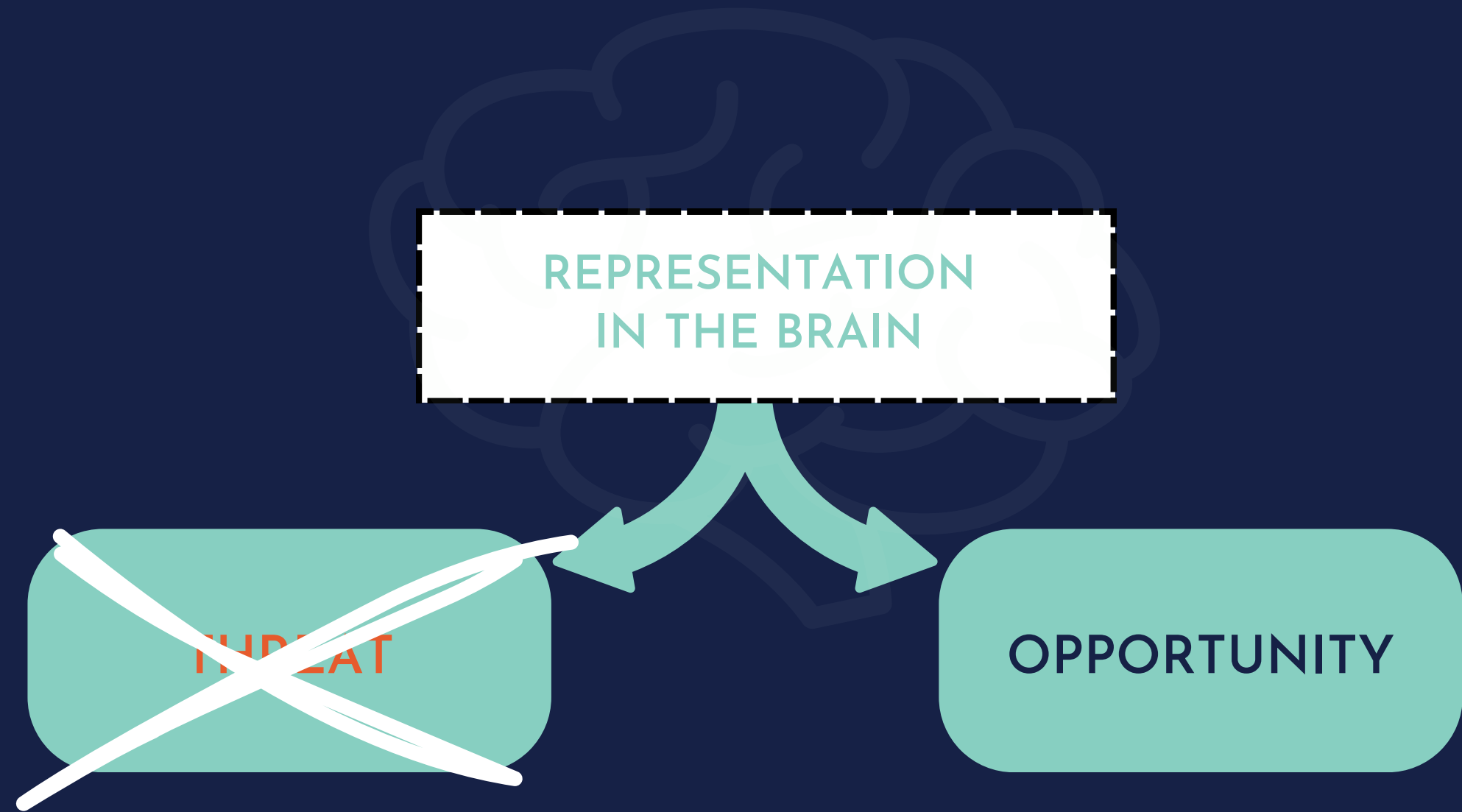
53%

of **middle managers** understand the change

40%

of **front-line supervisors** understand the change

OUR PERCEPTION OF CHANGE





NEW LEARNING



INTEGRATION

INTEGRATION

What is one way that you can start to
increase **trust** on your team?

THANK YOU