

# Employee Engagement

## What's TRUST Got To Do With It?

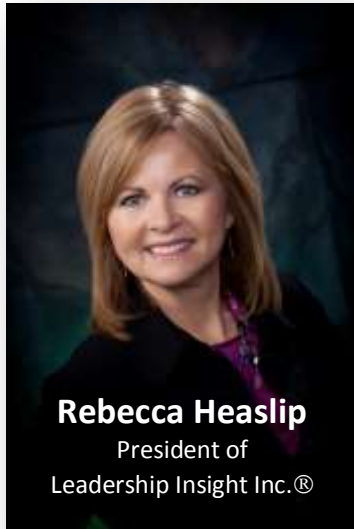
---



Trust is the foundation for all effective business relationships. As Stephen Covey puts it, *“Trust is the key leadership competency of the new global economy.”* Managers who build relationships on trust create higher levels of employee commitment and loyalty. This session shows how to enhance trust relationships with staff as well as examining the impact of trust on other key stakeholder groups such as customers.

### Learning Objectives:

- ☞ Explore the trUSt™ model – highlighting the benefits of building trust relationships for you, your team and the organization.
- ☞ Study the managerial qualities that instill trust in others.
- ☞ Learn which behaviours build trust and which cause employees to lose belief and initiative, ultimately leading to disengagement.
- ☞ Find out how to restore trust once it is broken.
- ☞ Learn how to build trust with different generations.
- ☞ Discover effective coaching questions to ask an employee who has violated your trust.
- ☞ Assess your own trustworthiness.



[www.leadership-insight.com](http://www.leadership-insight.com)  
[www.theconfidentcoach.com](http://www.theconfidentcoach.com)  
[www.rebeccaheaslip.com](http://www.rebeccaheaslip.com)

**Rebecca Heaslip is an entrepreneur, coach, speaker and author of the upcoming book “Simply...Trust Your Gut! -Access your Intuition every day and transform your life!”**

Rebecca has been in business for more than 14 years, helping organizations transform talent into performance and managers into leaders. Managers learn how to engage staff through regular, respectful coaching conversations through, the 2 day Confident Coach™, program she developed. Rebecca is certified to deliver many leading edge behavioural assessments, including: EQ, 360 Degree Feedback Surveys, competency assessments, etc.

Her passion is helping people to grow, develop and discover careers that align with their heart's desire, turning dreams into reality. Many people have had success with her 5 step process called “Intentional Intuition” to leverage their intuition when making key decisions in all areas of their lives.

Prior to establishing her company, Rebecca held positions in sales, marketing and sales management. Her 25 years of broad-based business experience, business acumen, certification in leading-edge psychometric assessments and intuitive insights enable her to offer clients a wide breadth and depth of service offerings. Her clients include organizations both large and small in the private and public sectors, and individual coaching clients.

Rebecca believes her clients have the answers to solve many of their problems and the wisdom to recognize and capitalize on opportunities; her passion and her calling is to support and encourage individuals to balance rationality and facts with intuition to make the best possible decisions.

Rebecca holds a Bachelor of Arts Degree in Sociology and a Certificate in Instructing Adults. She is a certified Executive Coach through Co-Pilot Coaching, and an active member of the *Human Resource Professionals Association; Strategic Capability Network; Women’s Executive Network; International Coaching Federation-Toronto Chapter; Ontario Municipal Human Resources Association, Canadian Community of Corporate Educators and TTI Chairman’s Club.*

Rebecca is an active volunteer in the Oakville community – as a past member of Cabinet with the United Way of Oakville for several years, and presently as a volunteer with the Oakville Hospital Foundation.

Rebecca is a lively workshop facilitator and sought-after public speaker on the following topics:

- What’s Your Gut Telling You?
- Employee Engagement: What’s Trust Got to do With It?
- Create A Coaching Culture – A Manager Imperative
- Strategic Leadership
- Assessing Performance and Potential using 360-degree Feedback Surveys