Avoid Project Burnout: 3 Critical Steps for Pipeline Professionals to Build High-Performance Teams

By Marie-Claire Ross
CEO & Founder, Trustologie
Why Trust? More than just a feel good factor

HIGH TRUST ORGANISATIONS have 2.5 TIMES the REVENUE GENERATION of LOW TRUST ORGANISATIONS

- Half the employee turnover
- 40% more staff loyalty.
- 51% more innovation.
- 18% more productivity.
- 52% more employee engagement.
- 40% less burnout.

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Imperative Research
Great Places to Work Institute
Improves Quality of Work

Trust between a manager and employee is the most important predictor in employee engagement.

Great Places to Work Institute

Improves Quality of Life

A 10% increase in employee trust in a company’s leaders has the same impact on life satisfaction as a 36% increase in salary.

Helliwell Huang Study
Trust Required First

• Before collaboration, engagement, innovation, new anything.

• Enables truth-seeking conversations that improves performance, behaviours and change.
The ability for everyone in an organisation to confidently rely on (and predict) that others will do the right thing and make good on promises.

Marie-Claire Ross
Every company is a dynamic network of promises
Busywork: employees showing up but aren’t actually doing productive work

Self-censoring to avoid voicing concerns about critical issues

Failure to give underperforming employees feedback

Silos causing teams to miss valuable insights from people in other areas

Avoiding conflict: People ignore important problems because they want to avoid conflict

Leaders who don’t inspire employees

Source: Stop spending, Start managing” By Tania Menon and Leigh Thompson. From “Putting a Price on People Problems at Work, Harvard Business Review”
The Trustologie Organisational Trust Gauge.

**POOR (27%)**
- Cynical
- Highly political
- Feel alienated
- Micromanagement
- Low accountability

**AVERAGE (48%)**
- Guarded communication
- Competitive / silos
- Poor delegation
- Slow decisions
- Personal values
- Self-reliance
- Lack of goal clarity
- Fear of speaking-up

**GREAT (23%)**
- Loyal
- Group values
- Open communication
- Team rivalry
- Individual results
- Co-operation
- Changing world
- Community

L1
- Low Power / Disconnected / Don't Feel Valued

L2
- Holding back commitment

L3
- Empowered / Energised
- Connected / Contribution / Feel Valued
The Trustologie Organisational Trust Gauge.

**POOR (27%)**
- Focused on Survival / Holding back commitment
- L1: Low Power / Disconnected / Don’t Feel Valued
- L2: AVERAGE (48%)
  - Guarded communication
  - Competitive / silos
  - Slow decisions
- L3: GREAT (23%)
  - Loyal
  - Co-operation
  - “I trust my team / company”
- L4: EXCELLENT (2%)
  - Changing world
  - Community
  - “We trust each other”

**GREAT (23%)**
- Empowered / Energised
- L3: GREAT (23%)
  - Loyal
  - Group values
  - Open communication
  - “I trust my team / company”
  - “We trust each other”
- L4: EXCELLENT (2%)
  - Changing world
  - Community
  - “We trust each other”

**EXCELLENT (2%)**
- L4: EXCELLENT (2%)
  - Changing world
  - Community
  - “We trust each other”

**100%**
- Connected / Contribution / Feel Valued

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We are designed to be with people....

- Fight/flight/freeze mode
  - Get stuck.
  - Solve non-existent problems.
  - Focus on wrong tasks.
Mammalian/Limbic Brain

- Old, original brain
- Responsible for feelings such as trust and loyalty.
- No capacity for language.
Mammalian/Limbic Brain

- Primarily concerned with safety.
- Unresourceful state where we make decisions based on fear.
- Fear or uncertainty is a lack of trust.
Psychological Safety

- Google researched high performance teams.

- *How* the team interacts more important than *who*

- Starts with a leader who models trust behaviours.
Prefrontal Cortex

- Our newer brain.
- Plan, solves complex problems and innovates.
- Respond from choice not fear.
Your Challenge

- Future is uncertain.
- Reward v. risk.
- Work with what you can control.
Our Proprietary SUCCEeD Together™ Trust Framework

<table>
<thead>
<tr>
<th>SUPPORT</th>
<th>When people don’t feel supported, they rein in commitment and energy.</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNITED TO SOLVE CUSTOMER PROBLEMS</td>
<td>Without an understanding how work impacts the world, people feel disconnected.</td>
</tr>
<tr>
<td>CLARITY</td>
<td>If employees suspect information is being hidden from them, they make negative assumptions.</td>
</tr>
<tr>
<td>CANDOUR</td>
<td>Our natural instinct is to avoid conflict.</td>
</tr>
<tr>
<td>EMPOWERED TO GROW</td>
<td>When people feel they have no autonomy, they refuse to take risks, learn new things or solve problems.</td>
</tr>
<tr>
<td>DEPENDABILITY</td>
<td>Getting work done requires sharing information, resources and ideas.</td>
</tr>
</tbody>
</table>

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Trust is a Leadership Competency

- Increasing your team’s trust is a process, not a single event.
- Starts with leaders who are intentional about building trust.
Complimentary Resources for You & Your Organisation

- Free pre-recorded webinar for you and your employees

Invitational Webinar
Next-Gen Leadership: 3 Steps for Leaders to Build Trust More Efficiently
Friday, 17 July
12.00pm, AEST
RESERVE MY SPOT!

To get access, TEXT your:

First Name
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Email address

To: 0438 986 630

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Marie-Claire Ross
Suite 105
370 St Kilda Rd
Melbourne VIC 3004
P: 03 9696 8810 M: 0438 986 630 E: marie-claire@trustologie.com.au