

HOW ARE YOUR TRUST LEVELS WHEN FACING THE FUTURE TOGETHER?

Looking after team resilience

Teams are emerging from total lockdown into a new and uncertain landscape. Many face difficult decisions about future business direction and financial sustainability. Their own jobs, and /or the jobs of others may be on the line. Statements about inclusivity and fairness may risk sounding hollow. Yet these teams need to work together and trust each other more than ever before.

To build trust within the team might you:

- Spend some time reflecting on how you have worked together in the last few months, and how you intend to bring the best out of each other. Don't wait until you are physically together, unless that's imminent.
- Encourage each team member to talk about their experience and insights, and how they want to lead now. Who has found new strengths, and who might need to rebuild their confidence? What have you noticed about events or behaviours that have built trust, or undermined it?
- Ask yourselves: "What do our people and our stakeholders need of us in the next phase? What behaviours would be detrimental? What's the shift we may each need to make in our mindsets and behaviours?"
- Explore whether you trust each other enough to put any mistrust on the table and work it through.

To build trust beyond the team might you:

- Use your communications to share something about yourselves as human beings, and what you care about
- Explain what you know about future direction, what you do not know, and what you are doing to address uncertainty
- Live the values that you have signed up to, challenge behaviours that go against them, and give people space to grow.

These prompts take forward the thinking in the Praesta booklets, "The Resilient Leader" and "The Resilient Team" ([click here](#)). For the accompanying video, [click here](#)