How can we Build Rapport and Trust in a Virtual and Multicultural Team?

Facilitated by

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Trust Scales by Erin Meyer

US Denmark Germany UK Poland France Italy Mexico Brazil Saudi Arabia

Netherlands Finland Spain Russia Thailand India

Australia Austria Japan Turkey China Nigeria

Task-based (head) **Relationship-based (heart)**

Meyer, E. (2014) *The Culture Map: Breaking through the invisible boundaries of global business*. USA: Public Affairs.

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Activity 1

Do you ‘trust’ with your head or heart?

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Definition of trust and its meaning in different languages

- Zaufanie (Polish)
- Shinrai (Japanese)
- Guanxi (Chinese)
- Bharavase (Kannada, India)
- Confianza (Spanish)
- Vertrauen (German)
- Tillit (Norwegian)
- Güven (Turkish)
- Încredere (Romanian)
- Gbekele (Yoruba)
- Uaminifu (Swahili)
- Aaminid (Somali)

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WorldWork's story…

VISIBILITY

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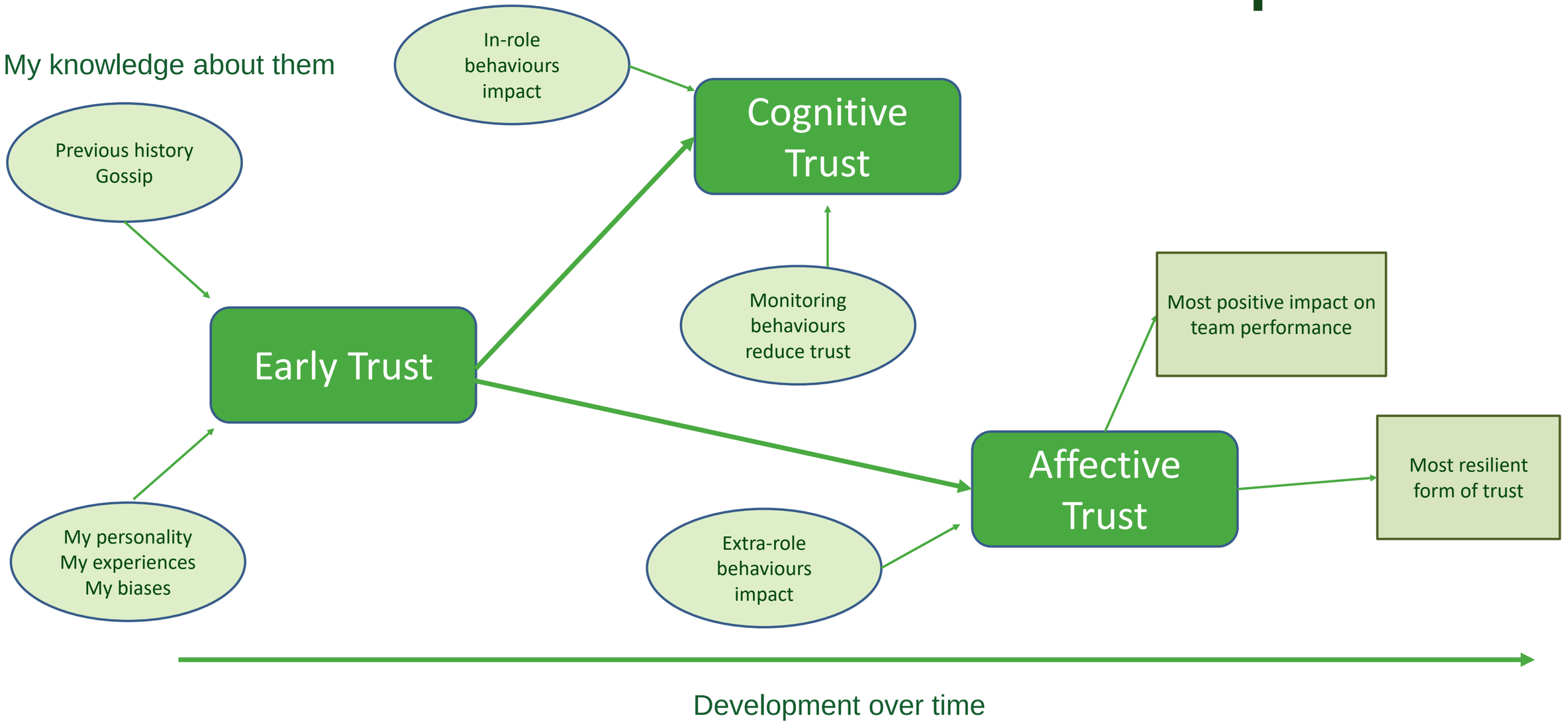
How Trust Develops in Teams



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Takeaways

- Understand what are the important criteria **for <u>you</u> to trust a person** in a virtual environment

- Find out what are the important criteria **for <u>your colleagues</u> to trust a person** in a virtual environment

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Activity 2

During the lockdown, what did you consider as important criteria for you to trust others?

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9 trust criteria framework from the Team Trust Indicator (TTI)

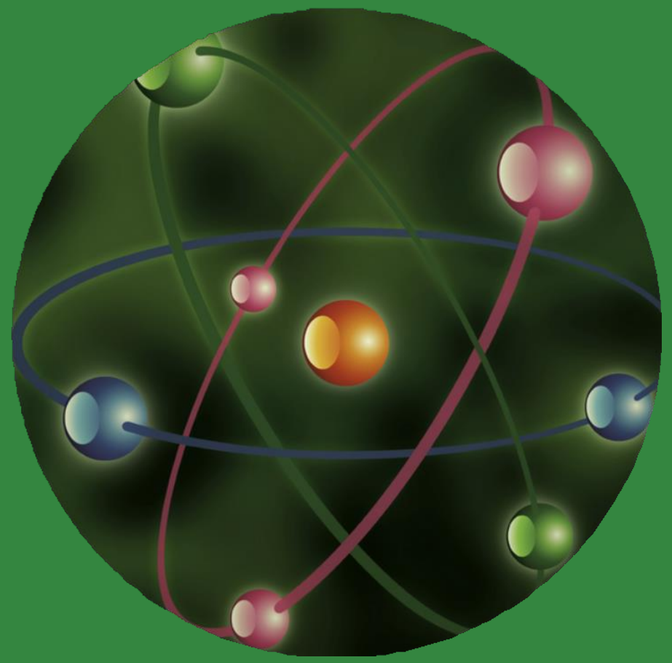
- a psychometric tool to measure, monitor and build trust in teams

Level of Empowerment

Open with Information

Inclusive

Safe



Competent

Aligned

Supportive

Honest

Committed

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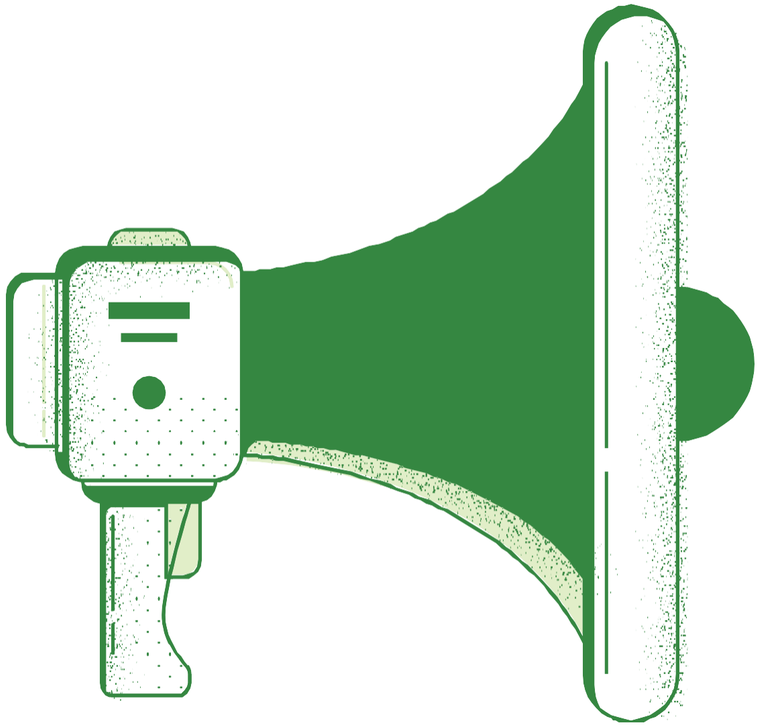

Questions?

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Thank you

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