



*Training Course:  
Beyond Words: Building Trust Through Effective  
Actions*

*8 - 12 December 2024*

*Cairo (Egypt)*

*Holiday Inn & Suites Cairo Maadi, an IHG Hotel*

## Training Course: Beyond Words: Building Trust Through Effective Actions

Training Course code: LS235361 From: 8 - 12 December 2024 Venue: Cairo (Egypt) - Holiday Inn & Suites Cairo Maadi, an IHG Hotel Training Course Fees: 3250 € Euro

### Introduction:

Actions speak louder than words. This program focuses on the practical behaviors that build lasting trust. Learn to navigate challenges with integrity, demonstrate reliability, and build a reputation for competence. You'll develop strategies to turn everyday interactions into opportunities to cultivate trust.

### Target Audience:

This program is designed for individuals who want to:

- Translate their values into action to build trust with colleagues and clients.
- Develop a reputation for reliability and consistently exceed expectations.
- Effectively manage conflict and navigate challenging situations with integrity.
- Deliver exceptional results and demonstrate a commitment to excellence.
- Lead by example and inspire trust within their teams.

### Objectives:

By the end of this program, participants will be able to:

- Identify key actions that build trust in everyday work interactions.
- Develop strategies for managing commitments and delivering on promises.
- Effectively manage conflict by focusing on solutions and maintaining respect.
- Approach challenges with ethical decision-making and accountability.
- Apply strategies for exceeding expectations and demonstrating reliability.

### Outlines:

#### Day 1: Building Trust Through Action

- Understanding the difference between intention and impact of actions.
- Identifying key behaviors that build trust in everyday interactions.

- Setting realistic goals and exceeding expectations consistently.
- Case studies: Analyzing scenarios where actions built or eroded trust.
- Developing a personalized action plan to build trust through your actions.

#### Day 2: Demonstrating Reliability and Commitment

- Strategies for setting clear expectations and managing commitments effectively.
- Time management techniques to ensure deadlines are consistently met.
- Developing a proactive approach to problem-solving
- Developing a proactive approach to problem-solving and anticipating challenges.
- The importance of following through on promises and taking responsibility for mistakes.
- Group discussions: Strategies for building and maintaining a reputation for reliability.

#### Day 3: Navigating Challenges with Integrity

- The role of ethical decision-making in building trust during difficult situations.
- Strategies for managing conflict constructively and focusing on solutions.
- Communicating effectively and transparently during challenging conversations.
- Case studies: Examining scenarios where integrity built trust in challenging situations.
- Role-playing exercises: Practicing conflict resolution with a focus on trust-building behaviors.

#### Day 4: Delivering Excellence and Exceeding Expectations

- Developing a commitment to continuous improvement and exceeding expectations.
- Strategies for delivering high-quality work and taking initiative.
- Setting SMART goals Specific, Measurable, Achievable, Relevant, Time-bound to ensure progress.
- The importance of accountability and holding yourself to high standards.
- Interactive exercises: Identifying opportunities to exceed expectations in everyday work.

#### Day 5: Leading by Example and Inspiring Trust

- Understanding the role of a leader in fostering a culture of trust.

- Empowering and delegating tasks effectively to build trust and ownership.
- Providing constructive feedback and recognizing achievements to build morale.
- Strategies for fostering open communication and creating a safe environment for feedback.
- Action planning: Developing leadership strategies to inspire trust within your team.

## Registration form on the Training Course: Beyond Words: Building Trust Through Effective Actions

**Training Course code:** LS235361 **From:** 8 - 12 December 2024 **Venue:** Cairo (Egypt) - Holiday Inn & Suites Cairo Maadi, an IHG Hotel **Training Course Fees:** 3250 € Euro

Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....

Position: .....

Telephone / Mobile: .....

Personal E-Mail: .....

Official E-Mail: .....

### Company Information

Company Name: .....

Address: .....

City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....

Position: .....

Telephone / Mobile: .....

Personal E-Mail: .....

Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
3 Oudai street, Aldouki,  
Giza, Giza Governorate,  
Egypt.