



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

*20 - 24 October 2025  
Milan (Italy)*

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

Training Course code: LS235361 From: 20 - 24 October 2025 Venue: Milan (Italy) - Training Course Fees: 5500 € 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
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- 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

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

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### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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