

Please

Ask questions
through the app



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Thank you!



What's the worst that can happen

Marc Burgauer

@somesheep

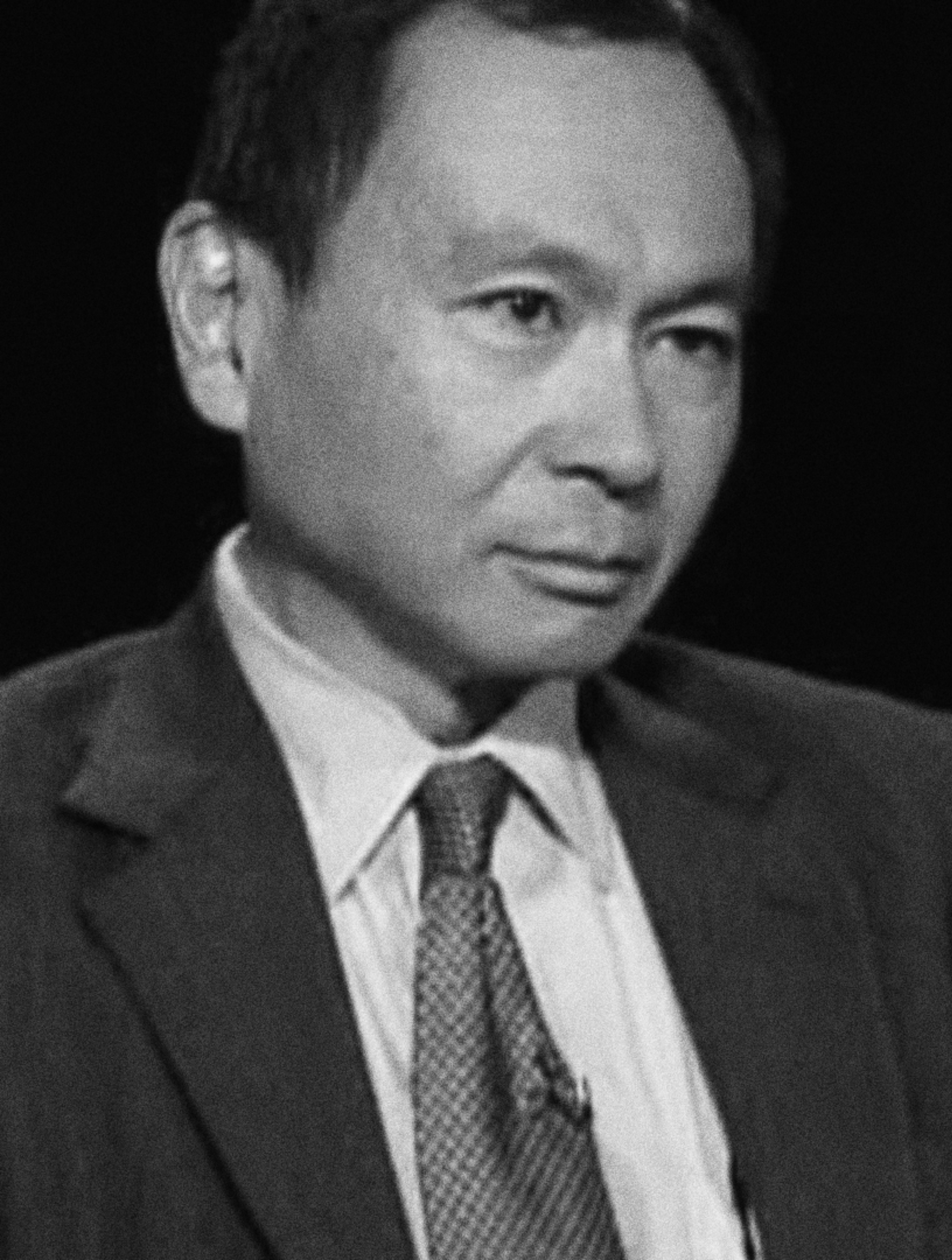
#GOTOber



*Trust is a metric to
describe the quality of
social connection*



Why does trust matter?



**A Society's prosperity is
linked to the trust amongst
its members.**

-Francis Fukuyama

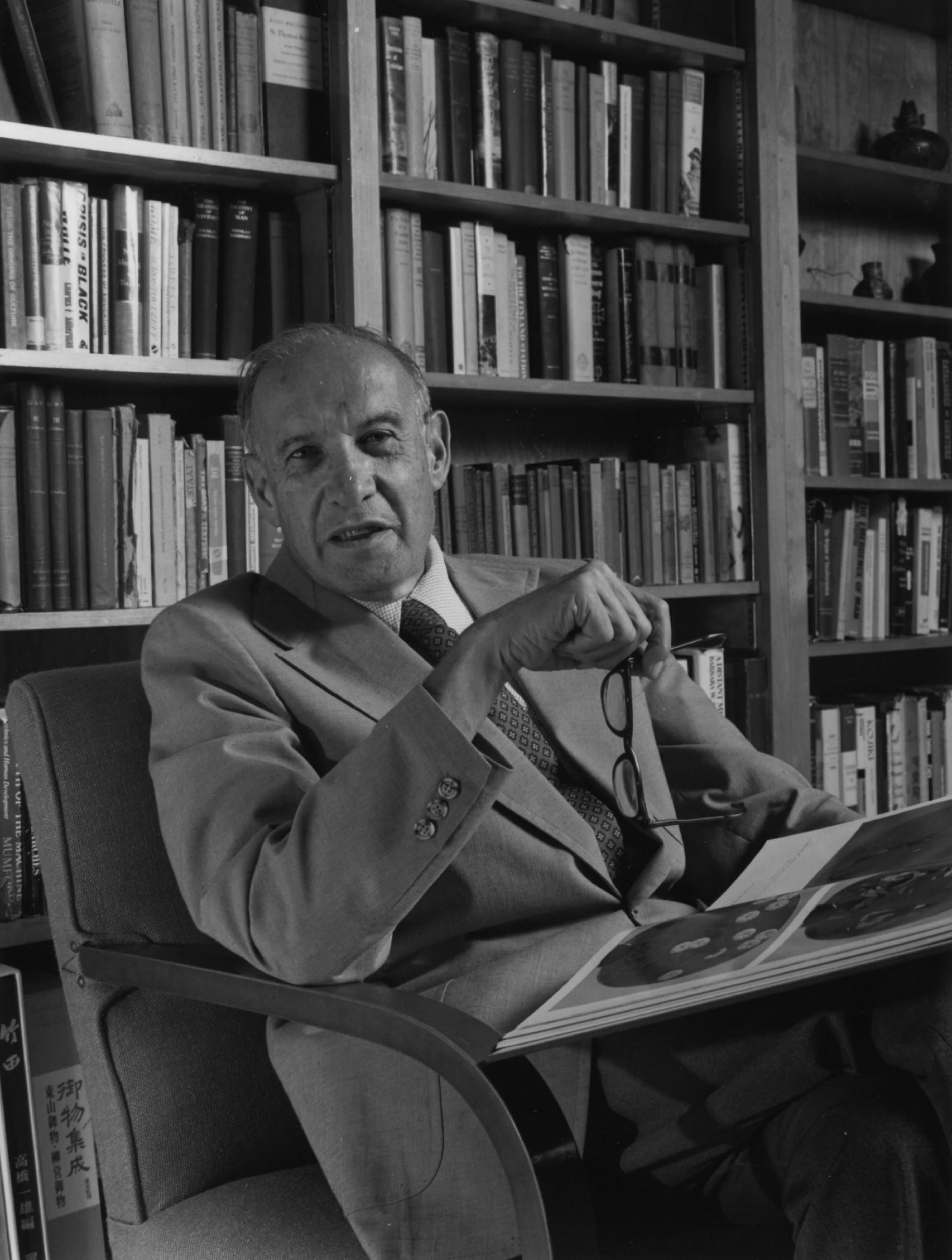
The Connection Between Employee Trust and Financial Performance

by **Stephen M. R. Covey** and **Douglas R. Conant**

JULY 18, 2016

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Work is social.

**This makes managing work
a social practice.**

-Peter Drucker



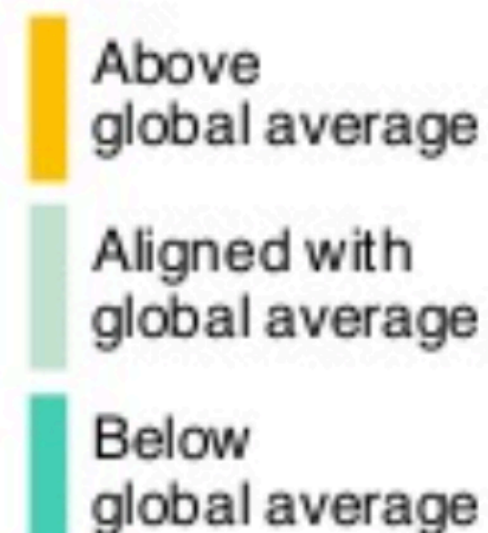
**This process of trust and
openness creates a
community and people
become hooked.**

-Ed Catmull

1 in 2 Countries Have Lost Faith in the System

Percent of population who believe the system is not working

Systemic loss of faith restricted to Western-style democracies



In 14 countries, the percent of population that has lost faith is above the global average

	Global	France	Italy	Mexico	S. Africa	Spain	Poland	Brazil	Colombia	Germany	U.K.	Australia	Ireland	U.S.	Netherlands	Canada	Sweden	Argentina	Malaysia	Turkey	Russia	S. Korea	Indonesia	Japan	India	Hong Kong	Singapore	China	UAE
System failing	53	72	72	67	67	67	64	62	62	62	60	59	59	57	56	55	55	53	52	51	48	48	42	42	36	35	30	23	19
Uncertain	32	22	24	25	24	25	25	25	27	26	29	30	26	33	33	30	29	29	37	31	28	41	40	45	45	50	43	47	40

Source: 2017 Edelman Trust Barometer Q672-675, 678-680, 688-690.

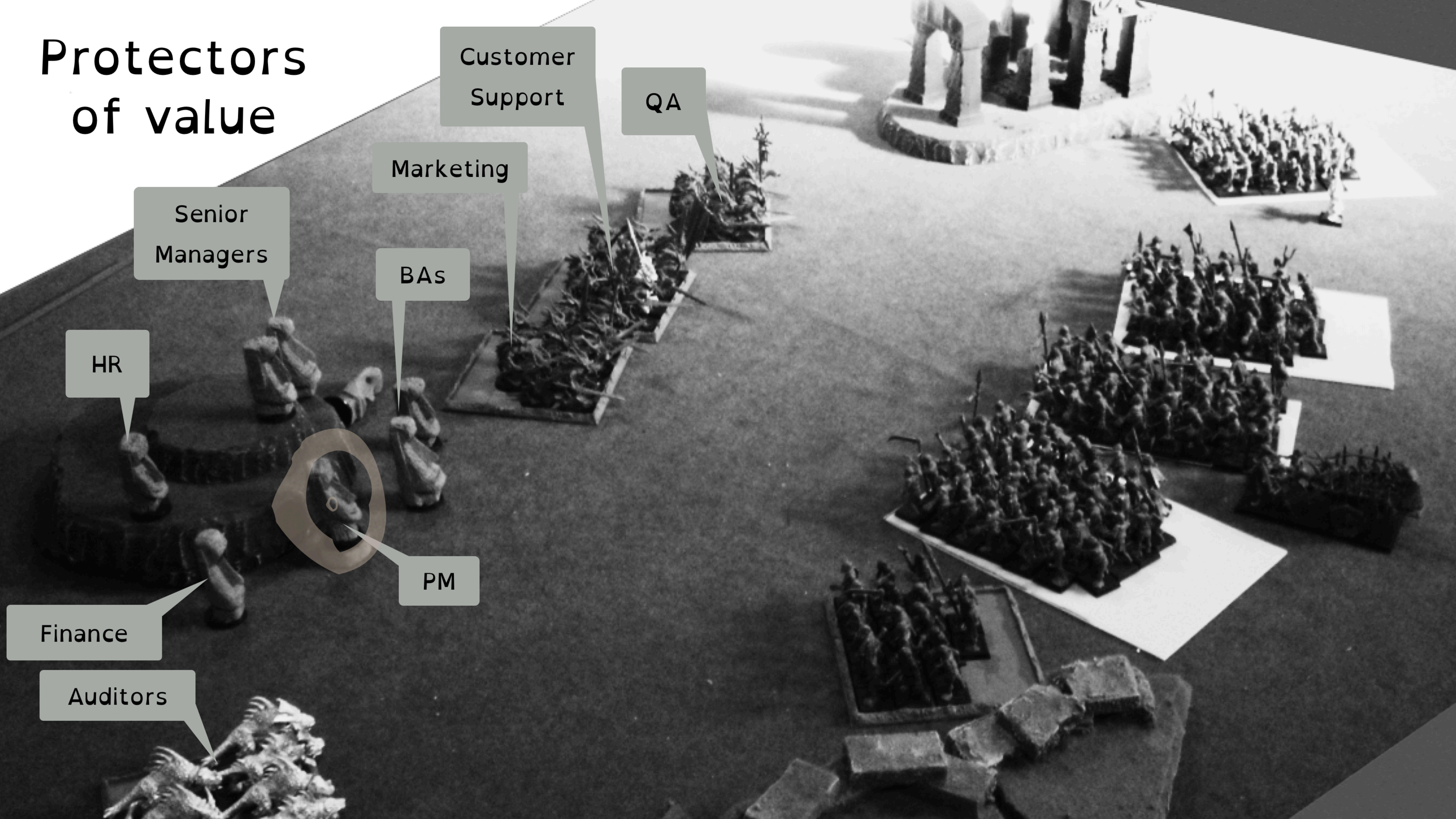
For details on how the "system failing" measure was calculated, please refer to the Technical Appendix. The margin of error for the countries scores was added and subtracted from the global mean. Countries were considered above the global average if their score was higher than the global mean plus the margin of error. Countries were considered below the global average if their score was lower than the global mean minus the margin of error. All other scores were considered aligned.



A corporate story around trust



Protectors of value



Customer
Support

QA

Marketing

Senior
Managers

BAs

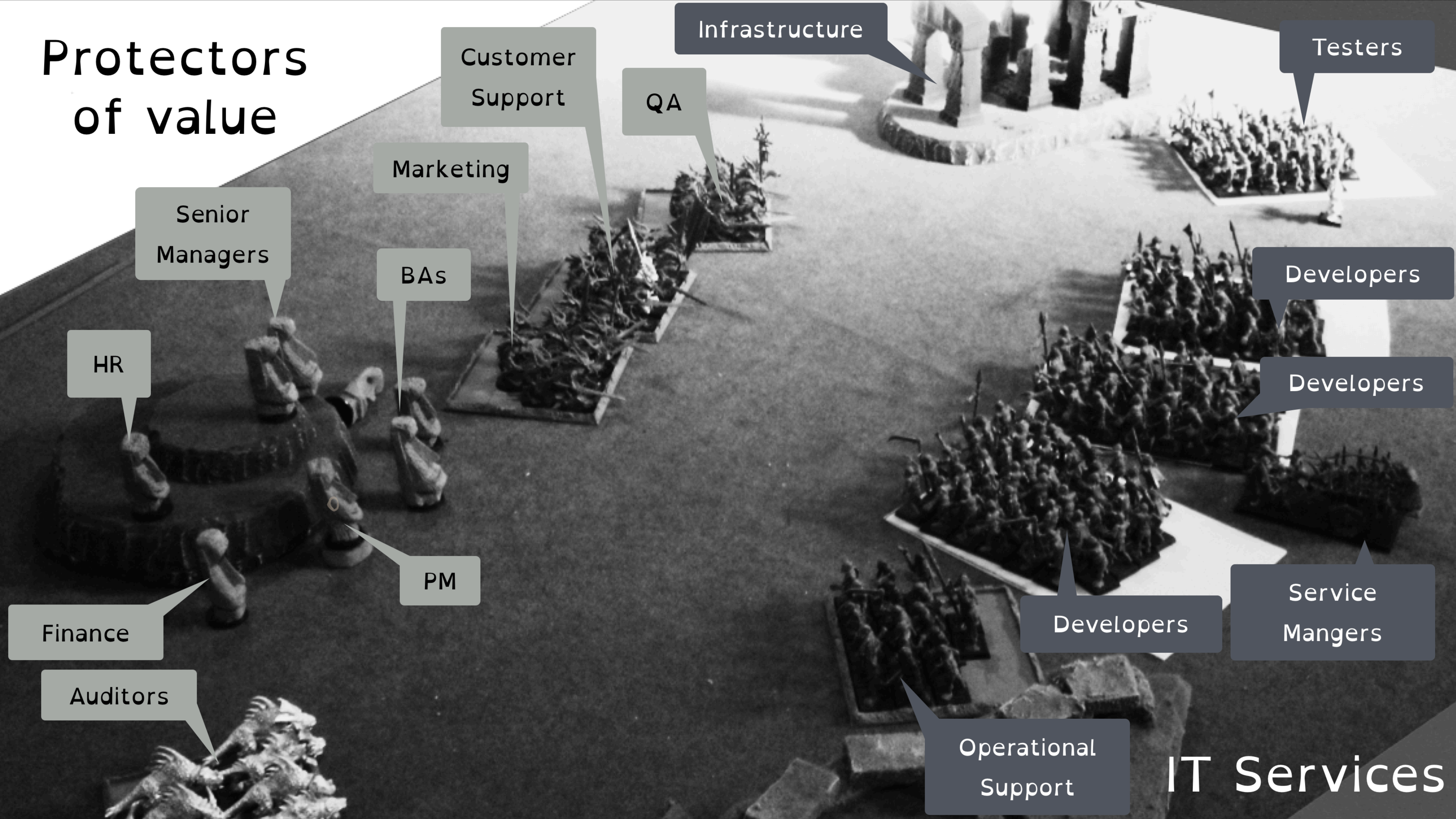
HR

Finance

Auditors

PM

Protectors of value



Infrastructure

Testers

Customer
Support

QA

Marketing

Senior
Managers

BAs

Developers

HR

Developers

PM

Finance

Developers

Service
Mangers

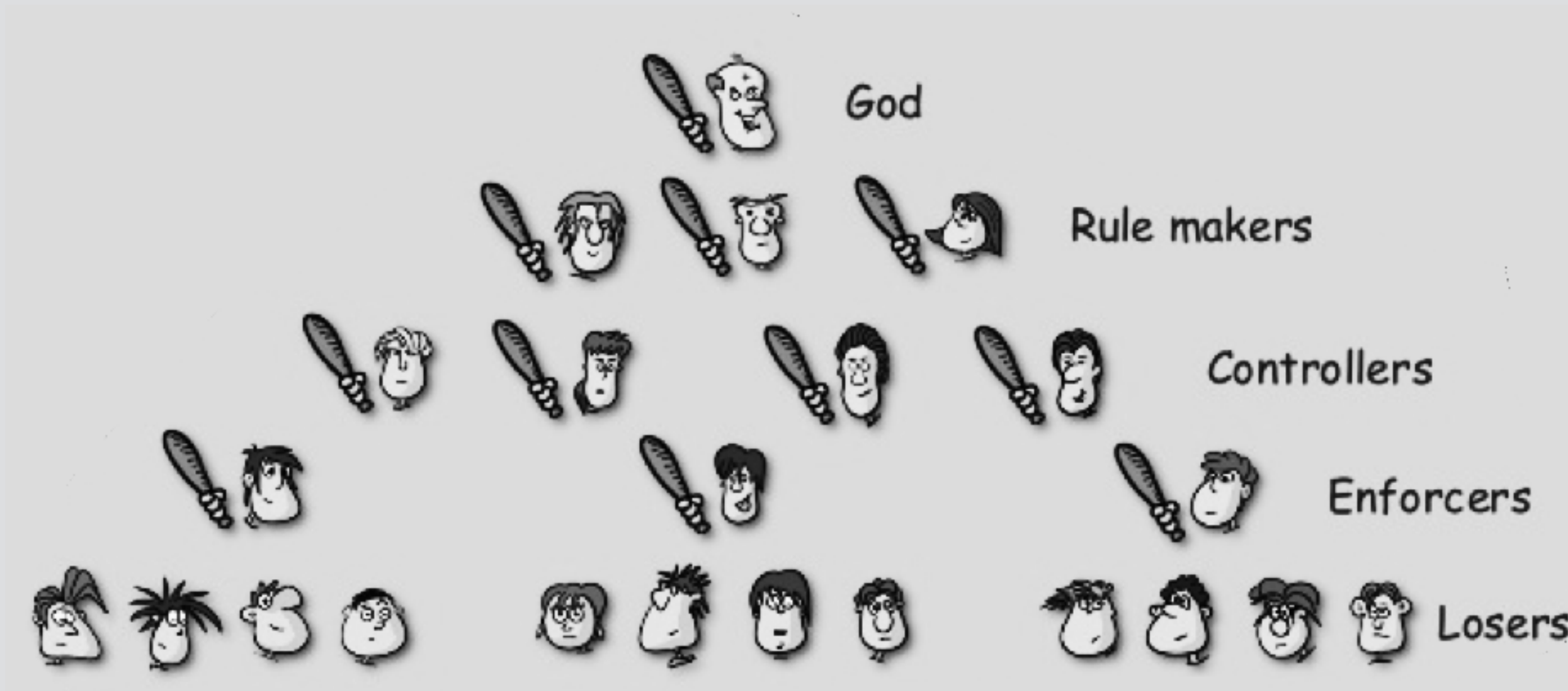
Auditors

Operational
Support

IT Services

Blameflow

by @agilesensei



Distrust

BLAME FREE ZONES





Cordial Hypocrisy

- Fernando Flores





***Blame is a discharge of
discomfort***

- Brené Brown

Vulnerability Researcher



In order to change:

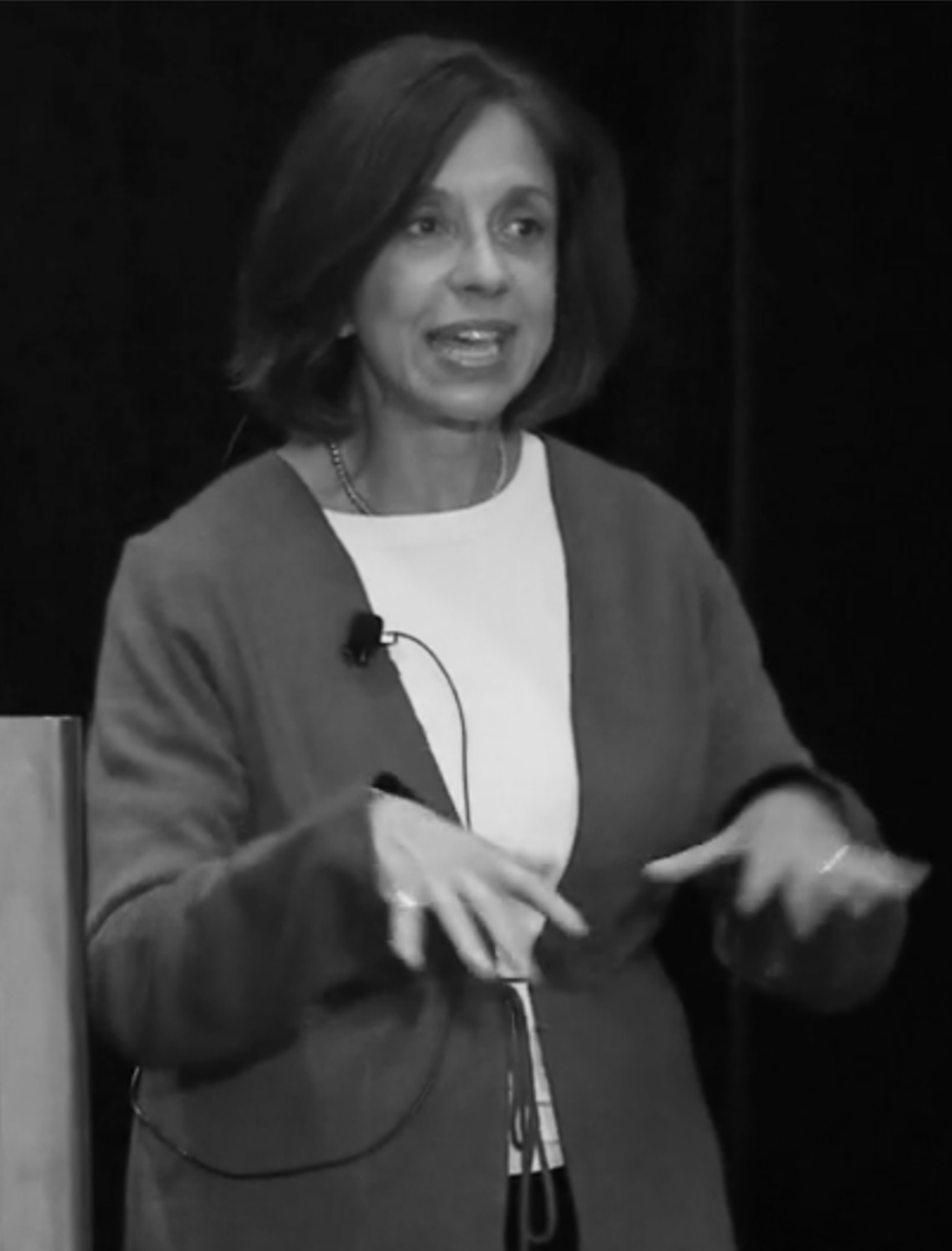
Survival anxiety >

Learning anxiety

**Increasing survival anxiety does
NOT lower learning anxiety**

- Edgar Schein

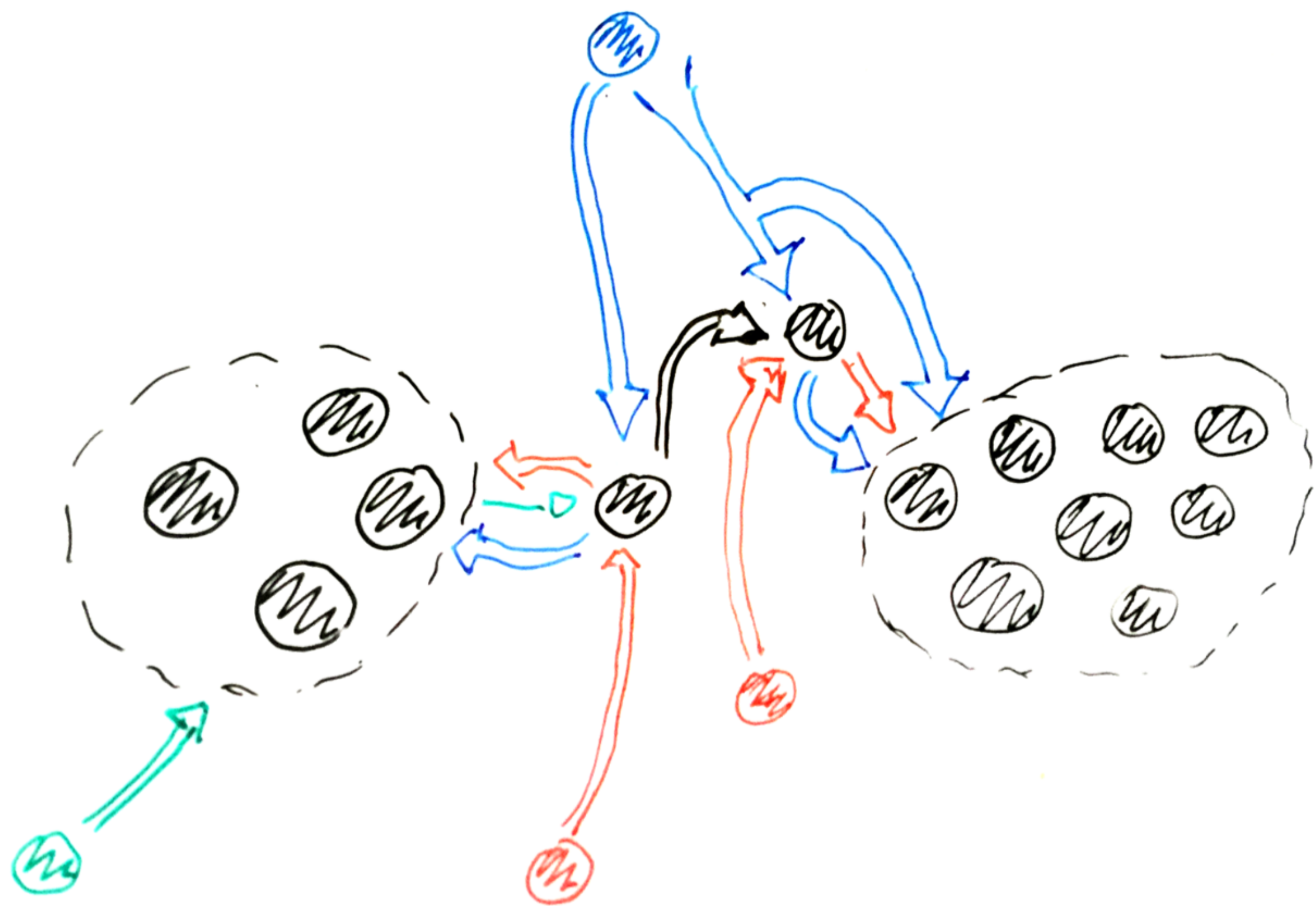




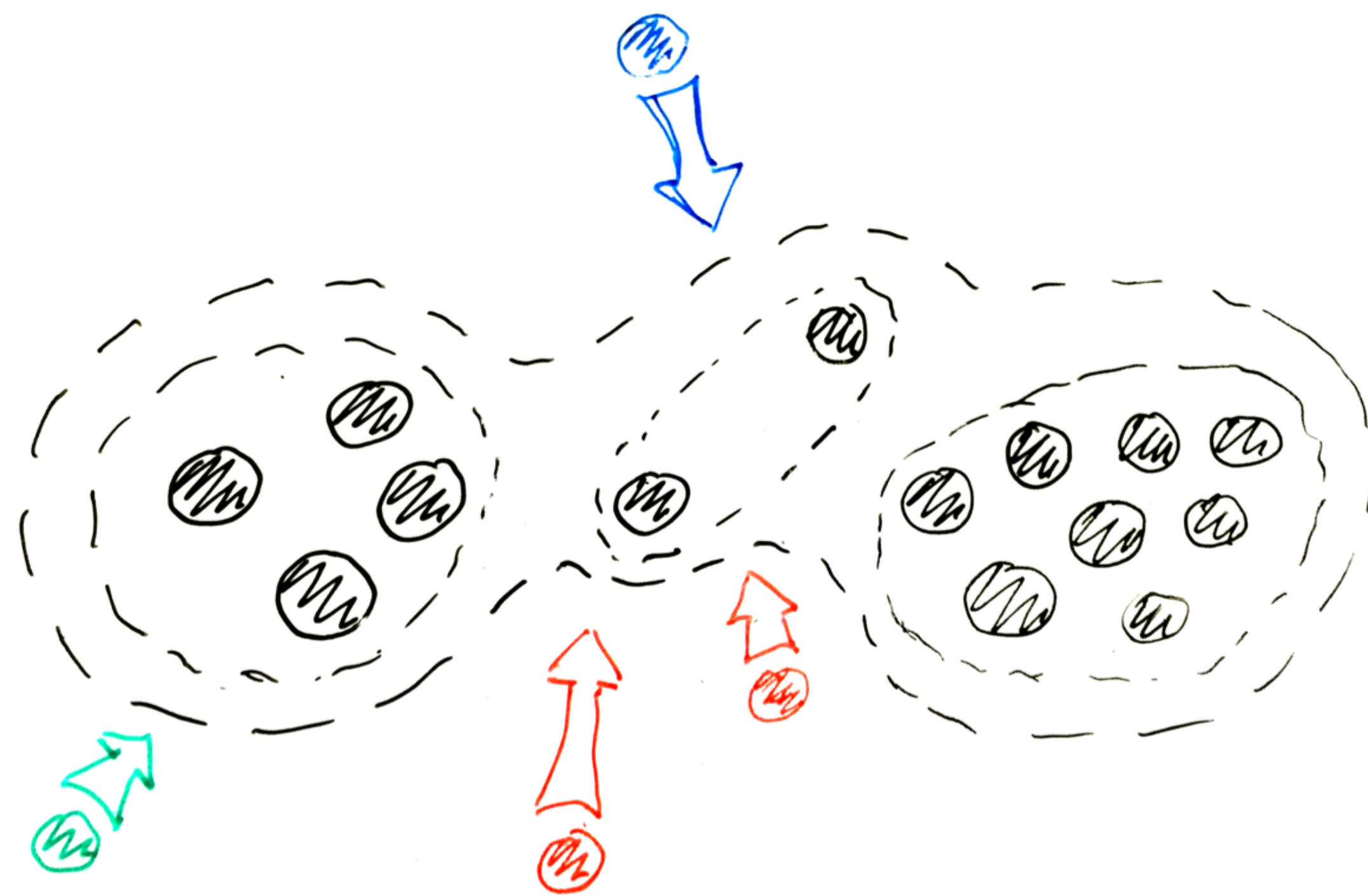
**Meaning exist in the interaction
of things, not in the things
themselves.**

- Alicia Juarero

Interactions - Social configuration



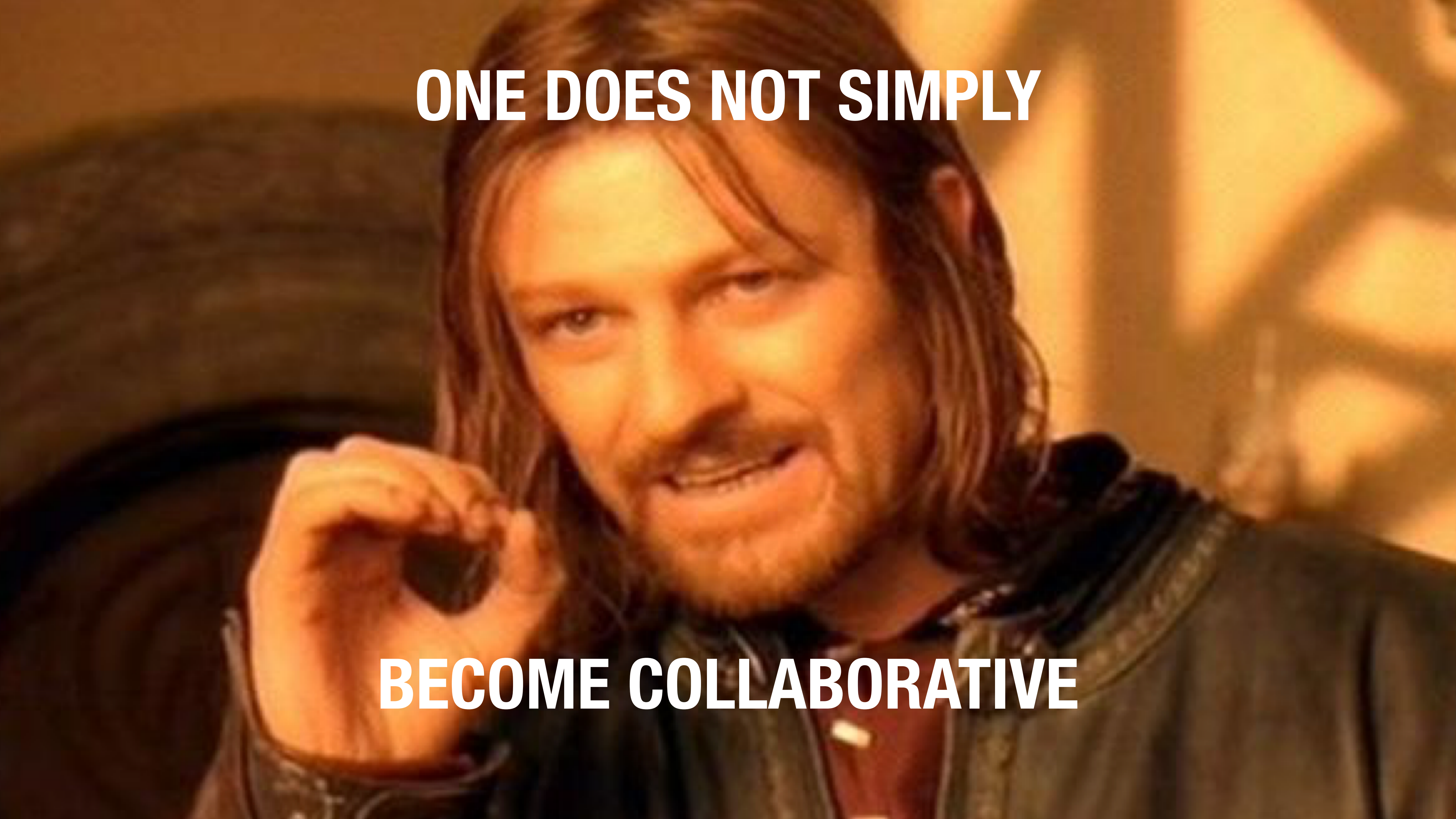
Before



After

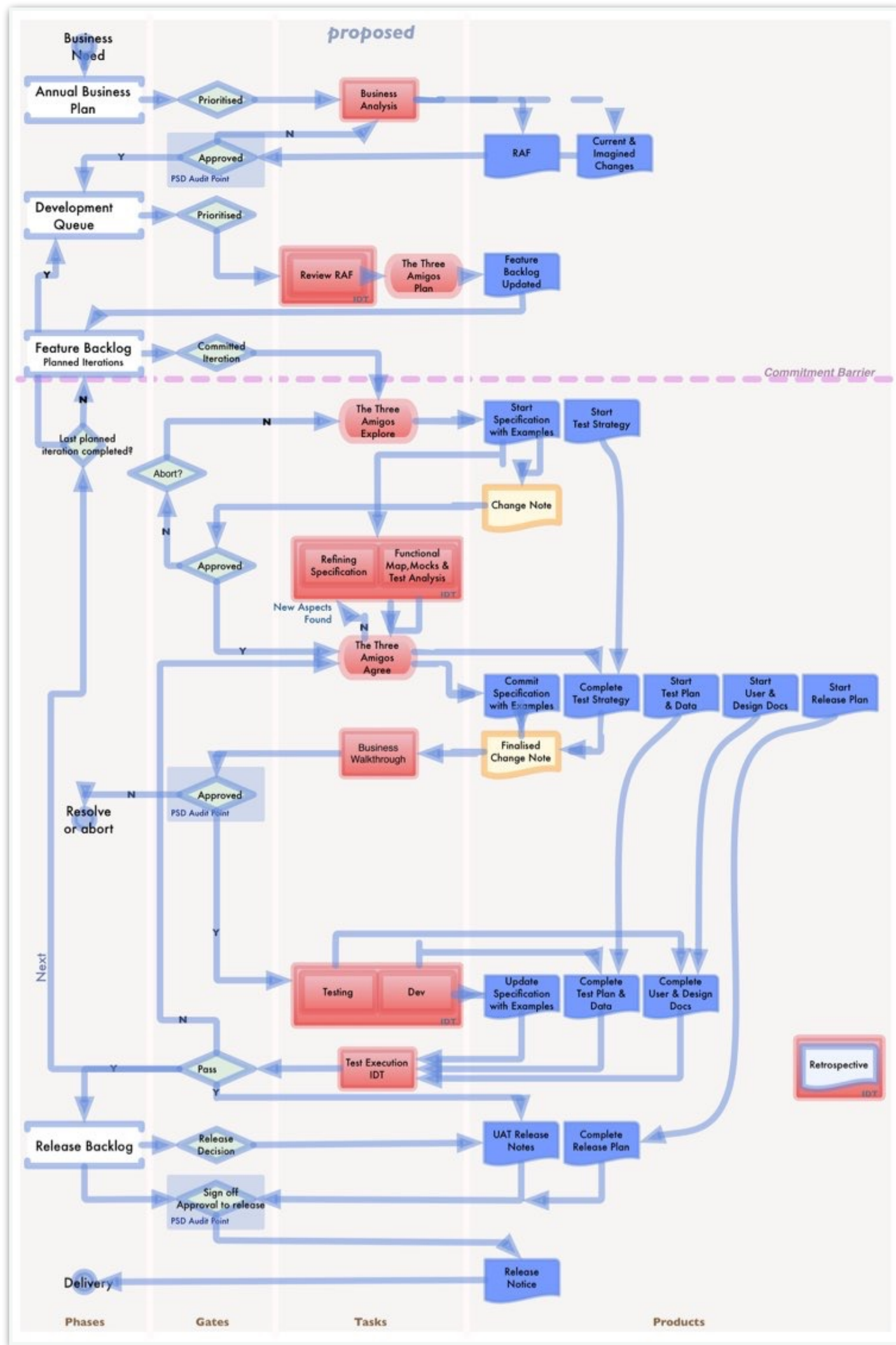
BDD!

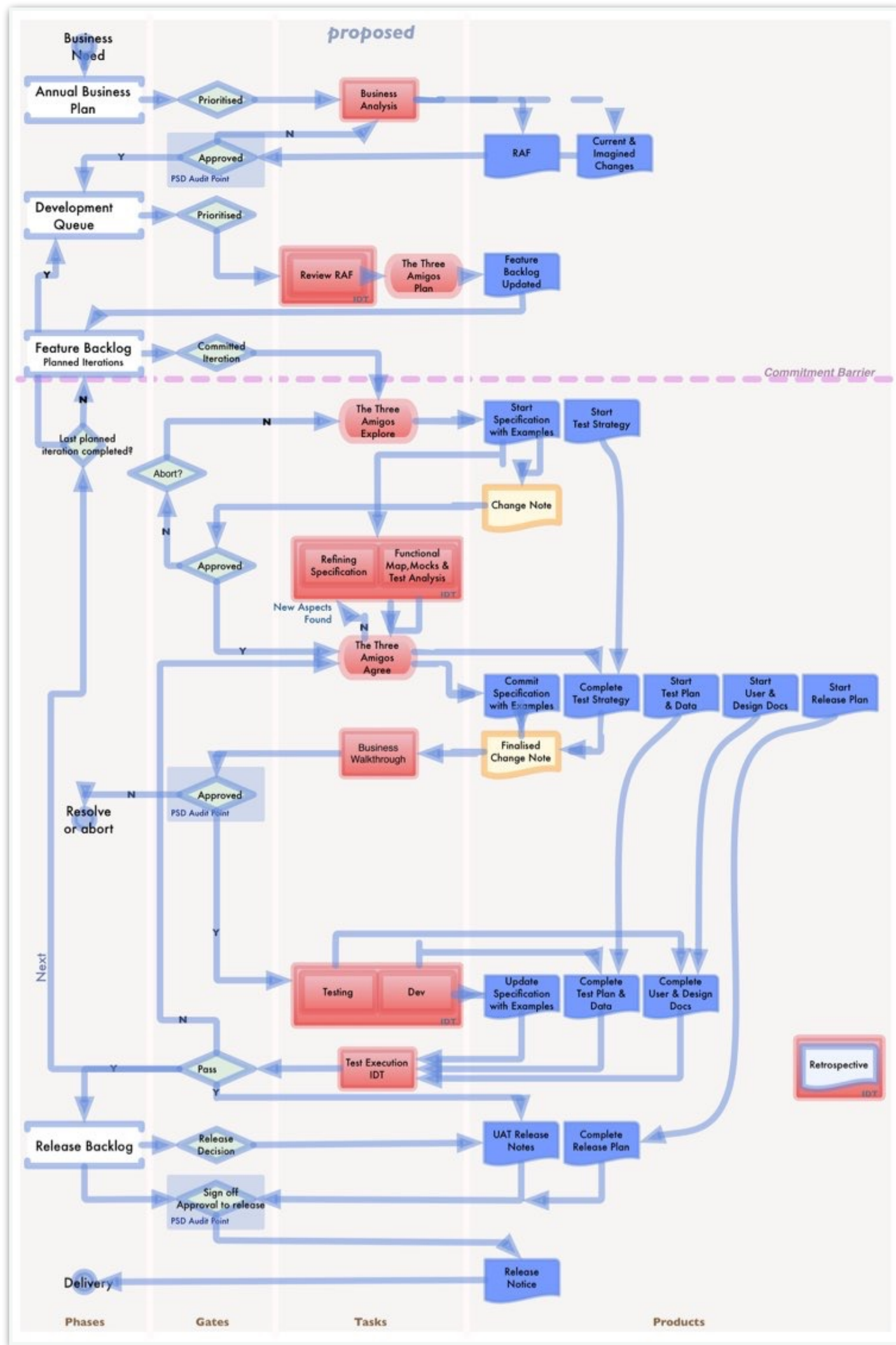




ONE DOES NOT SIMPLY

BECOME COLLABORATIVE





Office Politics

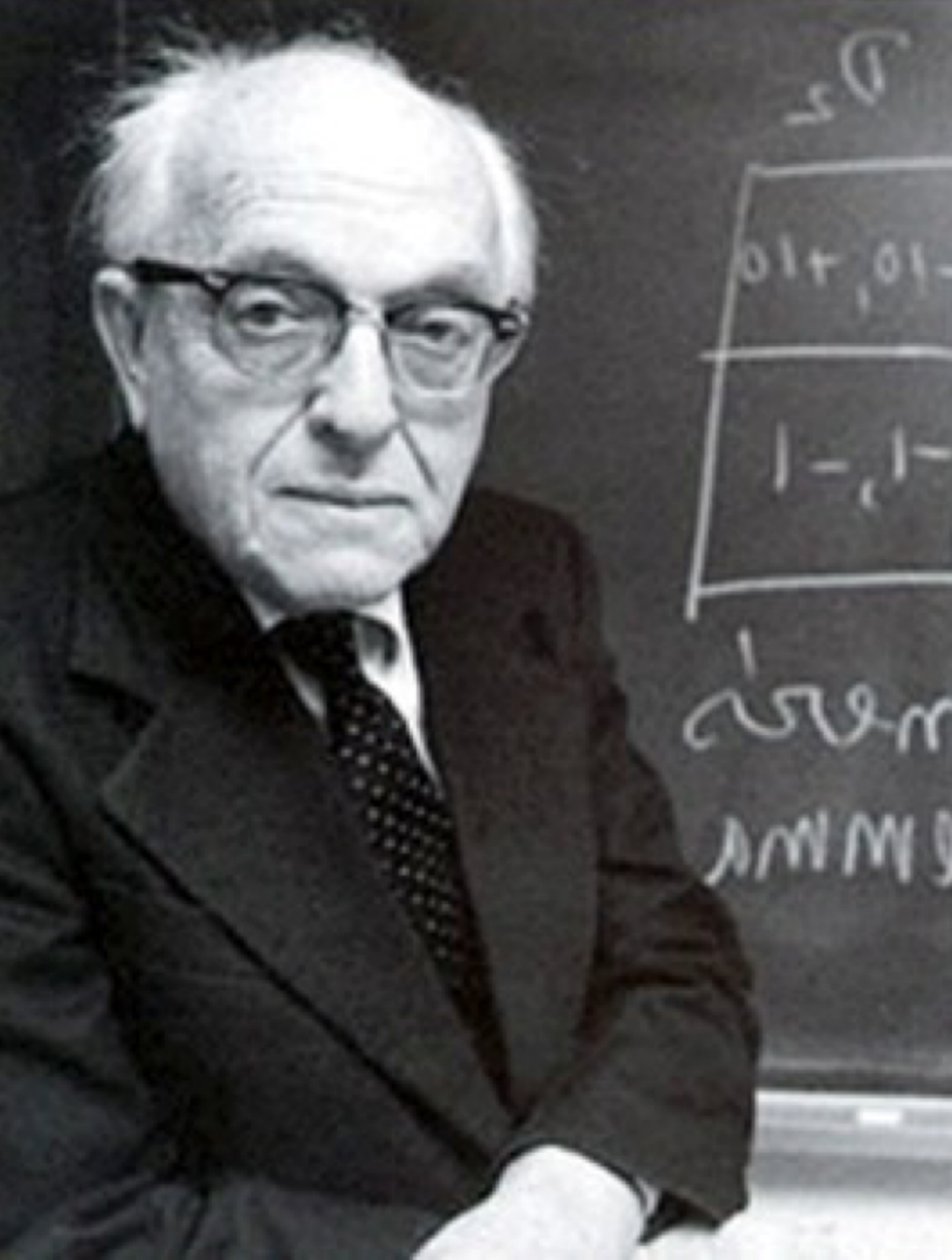




Trust is an outcome

**Trusting creates options in
relationships**





- ***Re-express your target's position***
- ***List points of agreement***
- ***What have you learned***
- ***Your view within the shared context***

- Anatol Rapoport



1. Trust is the key to innovation and change
2. Trusting enables authentic connection
3. Ride the power in 4 steps
 - a) Re-express the view
 - b) List points of agreement
 - c) What have you learned
 - d) Your view within the share context
4. Do the really hard things as a group



Do more shit together &
thank you for sharing your time
Marc Burgauer @somesheep

Please

**Remember to
rate this session**

Thank you!

