

LEADERSHIP & MANAGEMENT | COURSE BROCHURE

Building High-Trust Workplaces

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Trust speeds up decisions, improves collaboration and reduces conflict and turnover. This course explains the components of trust, how leaders build or erode it, and practical actions to create a high-trust workplace: consistency, transparency, fairness, psychological safety, keeping commitments and repairing trust when it is broken.

Trust is easy to lose and slow to rebuild. You will learn deliberate practices to strengthen trust in your team and organisation.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Trust diagnostics, team exercises, case studies, role plays on trust repair and action planning.

Course objectives

By the end of this course, participants will be able to:
• Explain the components and business value of trust
• Diagnose trust levels in a team
• Practise behaviours that build trust
• Create psychological safety
• Handle trust breaches and repair relationships
• Embed trust in team processes

Target audience

This course is suitable for:
• Managers and team leaders
• HR and engagement professionals
• Senior leaders
• Project managers
• Change leaders



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Target competencies

Participants will develop competencies in:

- Trust building
- Psychological safety
- Transparency
- Fairness
- Relationship repair

Course outline

Day 1: Understanding Trust

09:00–10:08	Components of trust
10:08–11:00	Business case for trust
11:00–11:30	**Coffee break**
11:30–11:45	Business case for trust (continued)
11:45–12:53	Trust diagnostic
12:53–14:00	Exercise: trust map

Day 2: Leader Behaviours

09:00–10:08	Consistency and reliability
10:08–11:00	Transparency and openness
11:00–11:30	**Coffee break**
11:30–11:45	Transparency and openness (continued)
11:45–12:53	Fairness in decisions
12:53–14:00	Self-assessment

Day 3: Psychological Safety

09:00–10:08	Speaking up and voice
10:08–11:00	Responding to mistakes
11:00–11:30	**Coffee break**



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11:30–11:45	Responding to mistakes (continued)
11:45–12:53	Inclusive behaviours
12:53–14:00	Team exercise

Day 4: Repairing Trust

09:00–10:08	How trust breaks
10:08–11:00	Acknowledgement and apology
11:00–11:30	**Coffee break**
11:30–11:45	Acknowledgement and apology (continued)
11:45–12:53	Rebuilding steps
12:53–14:00	Role play

Day 5: Embedding Trust

09:00–10:08	Team processes
10:08–11:00	Measuring trust
11:00–11:30	**Coffee break**
11:30–11:45	Measuring trust (continued)
11:45–12:53	Leadership commitments
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Barcelona Confirmed dates	9 Nov 2026	13 Nov 2026	**€2,840.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.–**
Dubai Confirmed dates	30 Nov 2026	4 Dec 2026	**€3,150.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.–**
Paris Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,860.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.–**
Vienna Confirmed dates	18 Jan 2027	22 Jan 2027	**€2,940.–**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.–**
Cape Town Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,890.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.–**
Rome Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,450.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Vienna Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,940.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Cape Town Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,890.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.–**
Amsterdam Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,540.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Istanbul Confirmed dates	17 May 2027	21 May 2027	**€2,650.–**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.–**
London Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,450.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.–**
Dubai Confirmed dates	28 Jun 2027	2 Jul 2027	**€3,150.–**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.–**
Cape Town Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,890.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.–**
Rome Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,450.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
Barcelona Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,840.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,450.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Dubai Confirmed dates	4 Oct 2027	8 Oct 2027	**€3,150.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
London Confirmed dates	18 Oct 2027	22 Oct 2027	**€2,450.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	8 Nov 2027	12 Nov 2027	**€2,450.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**
Frankfurt Confirmed dates	29 Nov 2027	3 Dec 2027	**€2,650.-**
Online Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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