

Collaborative Decision Making



- ✓ Module Introduction
- ✓ **Building Blocks of Trust**
- ✓ Understanding Persuasive Techniques
- ✓ Principles of Influence
- ✓ Building Reciprocity
- ✓ Storytelling
- ✓ Negotiation Skills
- ✓ Handling Conflict
- ✓ Customer Conversations
- ✓ Interviewing Skills

Building Trust

- The first step to any successful conversation is the ability to build a sense of trust.
- Let's explore the key elements to building trust and its importance.
- The article below introduces some ideas about how you can work towards building or restoring trust.
- **Article :** [The Essential Importance Of Trust: How To Build It Or Restore It](#)

(Right click on the link and open in a new tab/window)

Building Trust at Workplace

Let us now take a deep dive into understanding Trust at workplace.

This course explains:

- How professionals build trust
- How to build trust in challenging situations
- How to integrate trust-building habits into our daily routine.

- **LinkedIn Course:** [Building Trust](#) – 58mins

(Right click on the link and open in a new tab/window)



Leveraging Trust

Once we have acquired the ability to quickly build trust with stakeholders, we can use it to:

- Persuade
- Influence
- Negotiate
- Manage Conflicts
- Overall – have an excellent communication with client and partners
- Let us now understand some of these concepts in more detail.

