CARVANA

BUILDING + STRENGTHENING TRUST

Self Reflection: What's going well and what needs work?

Based on what you've learned about Building Trust with Your Team, take the time to answer and self reflect on the following questions:

How does your team currently demonstrate trust [with you and/or with each other]?

Ex. My team supports one another by stepping up to take on additional tasks and contributing to team standups with their thoughts and ideas.

Notes:

How could trust on your team be strengthened?

Ex. I feel that my team does not have strong trust with me because they tend to avoid communicating when there are issues. I would like to see my team navigate conflict with one another more effectively.

Notes:

Setting SMART Goals to Strengthen Trust

Now that you have taken the time to think through ways you would like to strengthen the trust on your team, work to set some SMART goals in order to achieve those goals. Be intentional about setting these goals, and make the tangible and a priority that you can see to completion with your team.

Ex. SMART Goal: Get to know more about my team on an individual level.

• What: Better connecting with my team by getting to know them so I can help to develop and communicate with them.

• How: In each 1:1 I will make sure to include a note around learning something new about them. [Their hobbies, likes/dislikes, professional/personal goals, etc]

• When: By the end of Q1 I would like to be connecting better with my team, by knowing more about them, their preferred communication-style as well as helping to develop them personally/professionally.

Goal #1:

WHAT:	HOW:	WHEN:

Goal #2:

WHAT:	HOW:	WHEN:

Goal #3:

WHAT:	HOW:	WHEN:

Sample Activities to Build Trust with Your Team

While consistency and everyday actions are the building blocks of trust, it can be helpful to change up your pproach every now and then. Blocking some time to do some fun trust-based activities with the team is a different and exciting way to build trust.

Shared Goals Activity (10-15 minutes)

Directions:
1. Have the team gather together, and hand each person a piece of paper. Ask the team to write down what they think the top 3 goals of the team should be.
2. Have the team share their answers with each other or in small groups.
3. Come together as a team and break down what your top 3 team goals should be.
4. Place your top goals somewhere visible for the team to see at all times.

Purpose: The purpose of this activity is to ensure shared common goals across the team. A team that understands their priorities and overarching goals tends to have better alignment with each other, encouraging more collaboration.

Valuable Player Activity (10-20 minutes)

Directions:
1. Give each individual a piece of paper to write their name on in a decorative fashion- be sure to leave room on the piece of paper for others to write on it as well.
2. Begin passing the papers around the group and instruct each team member to write comments about what this person contributes to the team and/or the Carvana value they represent the most.
3. Once everyone has had a chance to write on each individual paper, have everyone read their paper and all it's comments to select their favorite one and why to share with the group.

Purpose: This activity encourages those participating to feel valued and truly part of the team. It's a way that both you and your team can express appreciation and recognize one another.

Get to Know You Team Activity (10-20 minutes)

Make sure to let the team know that they should be comfortable sharing their answers with the group.

Directions:
1. Tear up strips of paper large enough to be written on.
2. Hand each team member a piece of paper and ask everyone to write down the answer to the question that you ask. You can customize the question asked however you see fit.

    Ex
    - What is one thing your peers would be surprised to know about you?
    - When you were little what was your dream job?
    - Who is someone that inspires you and why?

3. Have each team member fold their answers up and place them into a container.
4. Pick someone to read out loud the strips of paper and have the team guess who wrote it, after a few guesses if no one is correct the original writer can come forward.

Purpose: This activity gives the team a safe space to write down something about themselves that is personal or introspective, and allows the team to interact and get to know each other on a deeper level.