



## The Trusted Leader

*Robert M. Galford, Anne Seibold Drapeau*

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Any good manager feels an intuitive need to build trust inside his or her company and among employees. Self-improvement is an integral part of creating a trust-building climate and current books on leadership and corporate issues understate the importance of this element. Developing further the ideas in THE TRUSTED ADVISOR, the authors move from discussing how managers can make themselves and their company trustworthy to clients and customers to how they can build trust within an organization, between manager and colleagues, bosses, and employees. Instead of focusing on Business to Business, The Trusted Leader deals with building internal, managerial and organizational trust. The authors parse the different kinds of trust, give diagnostic ways to determine whether trust is missing and where it needs to be supplemented, and ways to restore trust when it has been betrayed. The book will contain numerous exercises and quizzes, as well as formulas that quantify the economies of trust and show its importance in an organization. Stories of managers and employees working through issues of trust in many different real-life situations cover many different corporate situations and scenarios (acquisitions, slowdowns, and internal and external crises), making this the most complete guide on the subject for managers.

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