INTERPERSONAL SKILLS

IN40-1 Building Trust, Credibility and Influence at Work

In today's collaborative and fast-paced work environments, trust, credibility and influence are essential for effective leadership, teamwork and professional success. Individuals who demonstrate integrity, consistency and strong communication are better positioned to build meaningful relationships, gain stakeholder confidence and positively influence outcomes. This practical one-day programme equips participants with the skills and behaviours required to establish and maintain trust, enhance personal credibility and strengthen their professional impact. Through interactive discussions and applied exercises, participants will explore how trust is built, how it can be lost and how to sustain it, particularly during challenging situations and periods of pressure.

Course Information

Duration: 1 day

London (£795): 2nd June 2026, 21st July 2026, 15th September 2026, 3rd November 2026, 12th January 2027, 6th April 2027, 15th June 2027, 3rd August 2027, 28th September 2027, 16th November 2027, 18th January 2028

Companies nominating 3 or more delegates to attend the same programme will enjoy a special discount on the course fees.

Upon completion of one of our CPD certified courses, delegates will be awarded both an LMC certificate and a CPD certificate. No examination required.

Who is the course suitable for?

This course is designed for professionals, team leaders and managers who want to enhance their effectiveness by building stronger relationships, increasing their influence and establishing a credible and trustworthy presence in the workplace.

Course profile

Building Trust and Credibility at Work

- The importance of trust in organisational success
- Key dimensions of trust: integrity, competence, reliability and openness
- Understanding credibility, influence and professional reputation
- Common behaviours that build or damage trust
- Self-assessment of personal credibility and impact

Building and Maintaining Trust in Practice

- Communicating with clarity, transparency and consistency
- Developing authentic professional presence
- Building and maintaining strong professional relationships
- Maintaining trust and credibility during pressure, uncertainty and difficult situations
- Influencing others through trust and credibility

Sustaining Trust and Professional Impact

- Rebuilding trust after setbacks or challenges
- Demonstrating accountability and reliability under pressure
- Managing difficult conversations constructively
- Strengthening long-term credibility and influence
- Creating a personal action plan to strengthen trust, credibility and influence

Competencies

At the end of this course, delegates will be able to:

- Understand the key components of trust, credibility and influence in the workplace
- Identify behaviours that build or undermine trust
- Strengthen personal credibility through consistent and authentic communication
- Build effective professional relationships across teams and stakeholders
- Apply practical techniques to enhance influence and professional impact
- Build and maintain trust during challenging situations and periods of pressure
- Develop an action plan to build and sustain trust in their role

Course Booking

Call us: +44 (0) 207 724 6007

Email us: training@lmcuk.com

www.lmcuk.com

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