



PROGRAM CUORE | Employee Support  
Continuous Training

Program II:

# Working on Team Trust



# Welcome to your Training

In connection with your Employment Contract, GI GROUP hereby sends its **Employee Training Program**.

This training is mandatory and corresponds to the initial training modality, which we consider to be an added value, both for your personal and professional development and for raising awareness of the guiding principles of this Module, considered to be of greatest relevance in ensuring professional excellence.

These courses are organized as distance learning and, in the self-training modality, an individual learning modality that allows the individual to learn at their own pace, using specific resources for this purpose, and which contributes to the increase of their personal and professional skills without the need for continuous monitoring by a tutor or trainer.

By accessing this Module, the Employee declares that he/she undertakes to:

1. Access the training material and dedicate the necessary time to develop your skills and complete this Module;
2. Do not transmit the training materials received to third parties, in any form.

If you need support, please contact: [formacao.colaborador@gigroup.com](mailto:formacao.colaborador@gigroup.com)

# Program Content

**Working on Team Trust**

**Be a STAR**

**Be Supportive**

**Be Truthful**

**Be Accountable**

**Be Reliable**

*Training Debriefing – Lessons Learned*

# Working on Team Trust

We all value the fact that we can work with people we can trust. If this were not the case, the work environment would be even more stressful.

**The bonds that are established based on trust are solid and lasting, allowing us to build more productive and satisfying professional relationships.**

**Trust is the factor that allows us to know that others will not harm us or limit our development. It is, therefore, the basis for creating solid teams and a positive work culture.**

# Be a STAR

**The "Be a STAR" trust-building method divides the required trust-building behaviors into four areas of action:**

- **Be Supportive (Seja Solidário)**
- **Be Truthful (Seja Verdadeiro)**
- **Be Accountable (Seja Responsável)**
- **Be Reliable (Seja Confiável)**

# Be Supportive

1. Support your team members.
2. Recognize the skills and contributions of all team members.
3. Show loyalty to your team.
4. Give credit where credit is due.
5. Show that you value the addition of new members to your team.
6. Let team members know that you consider them competent.
7. Involve your team members in what you are doing.
8. Help team members learn new skills.
9. Assign responsibilities to other team members.
10. Let team members make decisions for themselves.
11. Avoid speaking negatively about team members to those who are not part of the team.

# Be Truthful

1. Be confident in your communications.
2. Be clear in what you want to communicate.
3. Give constructive feedback.
4. Admit mistakes.
5. Maintain confidentiality.

# Be Accountable

1. Don't put the blame on the other person.
2. Admit and take responsibility for your mistakes.
3. See everyone's mistakes, including your own, as team mistakes.
4. Share responsibility for everyone's actions.
5. Address problems as a team.
6. Learn from your mistakes and move on.



# Be Reliable

1. Be consistent on issues big and small.
2. Keep commitments.
3. Put your words into practice.

# We summarize the main results achieved through this training:

1. Know how to build trust in a team
2. Know how to identify the different individual roles
3. Discern priority(ies) and actions to take
4. Assume the need to be involved and motivated in achieving your goal, as a way of taking responsibility for the result(s)

Now that you have completed this action, access the **knowledge assessment questionnaire [HERE](#) (Mandatory step for completing this action).**