



TRUST Keynotes and Breakout Sessions for Conferences and Events in 2023

By Yoram Solomon, PhD

Overview

The following is a list of keynotes and breakout sessions offered in 2023. The keynotes address "**big**" issues rather than the specific skills and tools given in focused breakout sessions; they are inspiring and help conference attendees "open their minds" to the sessions that follow; they are controversial and counter-intuitive at times and will challenge current thinking, and finally make conference attendees think about them long after the keynote (and conference) are over. The keynotes typically address the **WHY** and the **WHAT** of a topic.

The breakout sessions, on the other hand, are more tactical and offer "how-to" guides and tools to help achieve specific goals. Breakout sessions typically address the **HOW** of the topic.

Many of the proposed topics were given in previous conferences and events, while some are new in 2023 and marked as such.

Often, in the past, a combination of a keynote and a breakout session was offered in a conference, in which the keynote offered inspiration at the beginning of the conference, while the breakout session offered a deeper dive and tools to complement the keynote. The programs listed here can be (and have been) offered virtually, as well.

Many of those sessions were also recorded as podcast episodes or articles and are identified as such.



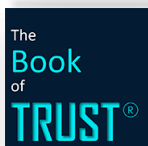
Additional programs, including workshops (from ½ day to 3 days) can be found at:

<https://www.trusthabits.com>

[KEYNOTE] May TRUST be with You! What is Trust, and how do you become trusted?

Description

Trust is the foundation for every relationship, personal and professional. Trust makes companies succeed, and distrust makes them fail. In one of his surveys, 16-time author Dr. Solomon found that trustworthiness was the most important quality for people in others more than 61% of the time, more than the next four qualities combined. But trust is not what you think it is. In this keynote, he will show how trust affects everything, provide a new definition for trust and demonstrate that trust is relative through the 8 laws of trust. You will see that the same behavior that would cause one person to trust you could cause another person to distrust you. Through the 6 components of his relative trust model (**who you are** and **what you do**), he will explain how people decide if they can trust you and how you can make better decisions on whether you can trust them.



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The keynote is very engaging and fast-paced, and using the 8-laws of trust, personal stories, and participant engagement, he delivers the takeaways listed below. This keynote was delivered (at varying depths) over 45 to 90 minutes and to audiences from 13 to over 9,000+.

Learning Objectives/Takeaways

- Participants will get a new and unique perspective on what TRUST really is (and it's not what they thought it was)
- Understanding that trust is relative, and the same behavior that would cause one person to trust you could cause another person to trust you
- Participants will realize that building trust starts with building their own trustworthiness
- Understanding how people decide whether to trust you and how you can make better-informed decisions about whether you can trust them or not.

[KEYNOTE] The Cost of our Obsession with Leadership

NEW

Description

Almost two decades ago, Yoram sat with an organizational psychologist and asked, "am I a leader or an individual contributor?" The answer changed his professional life and career path forever (and for the better). Corporate America is obsessed with leadership. Everybody wants to rise in the organizational hierarchy, and we encourage it. But there is a cost for it. In this keynote, in an engaging, inspiring, sometimes humorous, and sometimes emotional and dead serious, Dr. Yoram Solomon will start by explaining **why** we are so obsessed with leadership, what are the true costs to the organization, one of which is **how** it devastates trust in the organization. He will continue and explain why not everybody should be a leader, and finish with a path forward to get there.

Learning Objectives/Takeaways

- Understand the scope of the obsession the American Corporate culture has with leadership and Learn what causes us to be obsessed with leadership
- Learn the three costs of that obsession to the organization
- Get ideas and a path forward to reducing those costs

References:

Podcast Episode: <https://podcasts.apple.com/us/podcast/s7e10-the-cost-of-our-obsession-with-leadership/id1569249060?i=1000588699345>

HR.com Article:

https://www.hr.com/en/magazines/leadership_excellence_essentials/january_2023_leadership_excellence/the-cost-of-our-obsession-with-leadership_lcfuewdh.html

Blog Article: <https://podcasts.apple.com/us/podcast/s7e10-the-cost-of-our-obsession-with-leadership/id1569249060?i=1000588699345>

[KEYNOTE] The Formula for Building A Trusted and Successful Business

NEW

Description

What makes a business successful? Two things: being trusted and being profitable. A trusted company can sell the same product at a 29.6% higher price and still win the business, or sell at the same price as a competitor and win the business 100% of the time. There are five components (all completely within your control) and a very specific mathematical relationship between them that, if maintained, will make any business profitable and trusted. Dr. Yoram Solomon has been a serial entrepreneur for more than three decades and is a highly regarded adjunct entrepreneurship professor at the graduate school of business at SMU. Using his trust research and pragmatic, no-BS approach, he will explain what makes customers trust



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your company and what will make your company profitable in this interactive and highly-engaging keynote.

Learning Objectives/Takeaways

- Learn the impact that being trusted has on profitability
- Learn what are the five components that you should consider and what is the relationship between them that will make your business both trusted and profitable

References:

Podcast Episode: <https://podcasts.apple.com/us/podcast/s5e11-how-do-trusted-companies-price-their-products/id1569249060?i=1000566146665>

Blog Article: <https://www.yoramsolomon.com/post/how-do-trusted-companies-price-their-products-and-services>

[KEYNOTE] **Sell on TRUST and Not on Price**

Description

In one of his surveys, the author of The Book of Trust, Dr. Yoram Solomon, found that people care about the trustworthiness of others 50% more than the next four qualities combined. In more than 77% of the cases, they cared about the trustworthiness of a salesperson or a service provider more than any other quality. In another study, he found that trustworthy salespeople can get 29.6% higher prices for the same item than untrustworthy ones. Even worse, he found that you will have to discount your product or service by 22.8% just to compete with a trustworthy salesperson, if you are not one. In this keynote, you will learn how to build your trustworthiness as a salesperson through examples and the new relative and dynamic trust model. Finally, you will get specific tips on being a more trustworthy salesperson from the book "Can I Trust You? 50+1 Habits that will make you a trustworthy SALESPERSON.

Learning Objectives/Takeaways

- Learn why people buy from trusted companies and salespeople more than from untrusted ones
- Understand what trust is and how your customers decide if they can trust you
- Get tips that make salespeople trusted

References:

Podcast Episode: <https://podcasts.apple.com/us/podcast/s1e9-selling-on-trust-and-not-price/id1569249060?i=1000529243686>

[BREAKOUT] **TRUST and Organizational Silos**

NEW

Description

As companies grow, they start developing silos between different functional departments, business units, or both. Silos are separated by **walls of distrust**. While the level of trust within an organizational unit increases, the level of trust across those walls decreases. The consequences of having silos can be devastating to organizations. Not only do different units in the organization not support each other, but they often find themselves competing with one another. What could be a productive $1+1=3$ turns into a destructive $1+1=1$. You can have the best HR, finance, engineering, manufacturing, marketing, or sales department, but what does it matter when the company fails?

There is a reciprocal relationship between trust and the formation and existence of silos. Distrust across organizational units causes them to build silos, and the existence of those silos further causes distrust.

This session will use the relative trust model to explain why silos are formed and, more importantly, how to combat them.



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Learning Objectives/Takeaways

- Understand the process of how silos develop along the 8 laws of trust and 6 components of the relative trust model
- Gain tools to help reduce organizational silos using the same laws and components

References:

Podcast Episode: <https://podcasts.apple.com/us/podcast/s8e2-organizational-silos-and-the-wall-of-distrust/id1569249060?i=1000593458173>

Blog Article: <https://www.yoramsolomon.com/post/organizational-silos-and-the-walls-of-distrust>

[BREAKOUT] 8 Things to do to Not Lose Trust when Working Remotely

Description

In March 2020, the world changed again. This time, it was addressed by working remotely, from home. Working remotely is not new, although it was never used as broadly as it did since March 2020. These days, the phrase "the new normal" is used often, referring to working remotely. Tools were developed to support this way of working and collaborating, but also tools to keep track of employees when working (or not) remotely. An AT&T study found that the hybrid work model is expected to grow from 42% in 2021 to 81% in 2024. Is remote work good for everyone, in every situation, and for every job? This session will answer that question and, more importantly, how remote work is related to trust, how it affects trust, and how it is affected by it. The session will conclude by providing 8 things you can do not to lose trust when working remotely.

Learning Objectives/Takeaways

- When is remote work appropriate, when it is not, and what is the right combination?
- Observe things we do when working remotely that hurt trust, and understand why
- Gain 8 tips on how to effectively apply remote work without losing trust in the process

References:

Blog Article: <https://www.yoramsolomon.com/post/8-things-to-do-to-not-lose-trust-while-everyone-is-working-remotely>

[BREAKOUT] How to Form New Habits that Change Old Behaviors and Build TRUST?

Description

What holds you back from being more trusted by others is typically one old behavior that you simply can't shake. But **old behaviors** are very hard to change without forming **new habits**. This session will focus less on the relative trustworthiness model itself, and more on the **process** developed by the instructor for forming new habits. This process can be applied to building trust, as well as to changing any other behavior, or even losing weight (for which the process was originally developed by the instructor in 2012). This session will lay out 5 steps to forming any new behavior, and will then add 2 more steps that will turn it into the 7-step Trust Habits™ process that will form new habits that will change old behaviors, build trust, and transform the organization.

Learning Objectives/Takeaways

- Understand how to increase the likelihood of forming a new habit from 10% to 95%
- Applying the S.M.A.R.T. framework to new habits
- Gaining tools to make it the new habit stick
- Learning the importance of the accountability partner, how to appoint one, and how to use them
- Analyzing how long it takes to form a new habit that changes behavior



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References:

Podcast Episode: <https://podcasts.apple.com/us/podcast/s7e9-your-personal-growth-2023-challenge/id1569249060?i=1000587623348>

Blog Article: <https://www.yoramsolomon.com/post/your-2023-challenge-form-a-new-trust-habit>

[BREAKOUT] Communication and TRUST

NEW

Description

The common wisdom is that communication is one of the most important foundations of trust. But the relationship between trust and communication is reciprocal. On the one hand, we tend to trust people who communicate with us transparently. Who tell us the truth, the whole truth, and nothing but the truth. We trust people who tell us what we need to hear, not necessarily what they think we want to hear.

But on the other hand: would you be willing to share confidential information with someone you don't trust? Would you be willing to be vulnerable with someone you don't trust? Would you feel comfortable giving direct feedback to someone when you don't know (or trust) how they will take it? And will you accept that kind of feedback from someone you don't trust to have your best interests in mind?

This session will address that relationship in greater detail and cover topics such as transparency, miscommunication, intimacy, information vs. communication, and more.

Learning Objectives/Takeaways

- Understand the reciprocal relationship between communication and trust
- Learn how to communicate in a way that builds trust
- Learn how to balance information sharing with active communication

References:

Podcast Episode: <https://podcasts.apple.com/us/podcast/s7e8-trust-and-miscommunications/id1569249060?i=1000586871215>

Blog Article: <https://www.yoramsolomon.com/post/the-reciprocity-of-trust-and-communication>

[BREAKOUT] 10 Ways to be More Accountable and Trusted at Work

Description

The dictionary defines accountability as "an obligation or willingness to accept responsibility or to account for one's actions." The session instructor found a strong link between trust and accountability in his research. Like any trust relationship, this one, too, is reciprocal. If a person behaves in an accountable way, they will be trusted and get autonomy because they are trusted not to abuse it. Accountability cuts across many relationships, personal and professional. In this session, through stories, research, and the relative trust model, the instructor will discuss several aspects of accountability, the link between accountability and trust, and give you 10 ways to be more accountable and trusted and to guide employees in the company to do so.

Learning Objectives/Takeaways

- Analyze the reciprocal relationship between accountability and trustworthiness
- Apply the 8 laws of trust and 6 components of the relative trust model to accountability
- Learn 10 behaviors that will make anyone more accountable and trusted

References:

Podcast Episode:

Part 1: <https://podcasts.apple.com/us/podcast/s4e3-10-ways-to-be-more-accountable-and-trusted-part-1/id1569249060?i=1000548038216>



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Part 2: <https://podcasts.apple.com/us/podcast/s4e4-10-ways-to-be-more-accountable-and-trusted-part-ii/id1569249060?i=1000548738420>

Blog Article:

Part 1: <https://www.yoramsolomon.com/post/10-ways-to-be-more-accountable-and-trusted-part-i>

Part 2: <https://www.yoramsolomon.com/post/10-ways-to-be-more-accountable-and-trusted-part-ii>

[BREAKOUT] Give Feedback Like You Care, Take Feedback Like it Matters

Description

Did someone ever give you "constructive feedback" in front of everyone, making you feel ashamed? Did you ever give feedback to help someone, only to have it blow up in your face, making you swear never to give feedback to that person again? Employees in high-trust organizations experience 74% less stress, 106% more energy, and 76% more engagement. Why? Because they are 106% more capable of delivering feedback and 76% more receptive to it. It's when instead of holding the meeting before the meeting or the meeting after the meeting, you only hold the meeting during the meeting. Based on his research and experience as an executive, an elected official, a professor, a pilot, and a member of an elite military unit, Dr. Yoram Solomon, the author of The Book of Trust, will provide 4 powerful tips on giving feedback and 4 powerful tips on receiving it. At the end of this highly engaging, entertaining session full of emotional stories, he will also provide a handout with the feedback pledge and more.

Learning Objectives/Takeaways

- Experience the 8 laws of trust and 6 components of trustworthiness and understand the reciprocal relationship between trust, giving feedback, and taking feedback
- Apply them to gain habits for giving constructive feedback
- Apply them to gain habits for receiving feedback constructively

References:

Podcast Episode (Part 1/6): <https://podcasts.apple.com/us/podcast/s5e3-trust-and-feedback-part-i-accountability/id1569249060?i=1000557845437>

Blog Article (Part 1/6): <https://www.yoramsolomon.com/post/s5e3-trust-and-feedback-part-i-reciprocity-and-positive-feedback>

[BREAKOUT] How Leaders Kill Trust (and how not to)

Description:

No leader intentionally wants to kill the trustworthiness of their people. But they do it anyway, and often for what they believe are perfectly justified reasons. Nevertheless, the outcome is the same: they cause their people to give up and stop being trustworthy, and as a result, the leaders cannot trust them. A self-fulfilling prophecy. This keynote will explain WHY it happens in light of the 8 laws of trust and the 6 components of the relative trust model. It will discuss the correlation between autonomy, micromanagement, creativity, and productivity (with insights from the speaker's doctoral research) and the reciprocal relationship between them (through learnings from later research done by the speaker). These insights might shock you, but also open your eyes. In the end, he will show you how to reverse this trend.

Learning Objectives/Takeaways:

- Analyze the reciprocal process of killing employee trustworthiness
- Understand the difference between fairness and equality and how it is related to killing employee trustworthiness
- Obtain tools to prevent killing employee trustworthiness

References:



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[BREAKOUT] Should you Trust People who Follow the Rules or Those who Know When to Break Them?

NEW

Description

In a LinkedIn post, Simon Sinek wrote, "We don't trust people to follow the rules. We trust people to know when to break them." While the need to be provocative and contrarian is clear, it begs the question of how we should approach the relationship between trust and rule-following or rule-breaking. In this session, the instructor will break down the relationship between trust and following or breaking the rules, provide tests for when following the rules is important, when it's appropriate to challenge those rules, and how to do it in a way that doesn't hurt others in the process. The session will also broaden the discussion scope and address ethics and morals.

Learning Objectives/Takeaways

- Understand the impact of breaking the rules on trust
- Understand the difference between ethics, morals, and rules, and their different impact on trust
- Gain the ability to tell when breaking the rules is appropriate and when it's not

References:

Podcast Episode: <https://podcasts.apple.com/us/podcast/s4e8-trust-and-breaking-the-rules/id1569249060?i=1000551684260>
HR.com Article: https://www.hr.com/en/magazines/all_articles/trust-and-following-or-breaking-the-rules_11syfmnx.html?s=N02t60b41edhZMjRXD
Blog Article: <https://www.yoramsolomon.com/post/trust-and-breaking-the-rules>

Testimonials

"I have seen firsthand the crucial role trust plays in building a good culture, retaining great employees, and performing well financially as an organization. But when I heard Yoram speak on trust for the first time, I realized what I had missed was understanding the "how to" of teaching a leader how to be a trust builder. Yoram is one of the foremost authorities on understanding the critical role trust plays, and teaching leaders how to build it!"

- Jimmy Taylor, Executive Director, DallasHR

"Yoram Solomon did an incredible job as our keynote speaker for our "Future Forward: Trust & Transparency: An MPI Digital Experience. Yoram was not only easy to work with, he customized his presentation to be exactly what our audience of meeting professionals needed. He received high survey marks and our attendees raved about his presentation."

- Lori Pugh Marcum, Head of Meeting Innovation, Meeting Professionals Intl. (MPI)

"With original research and keen insight, master storyteller Dr. Yoram Solomon calculates not only the monetary value of trustworthiness but also precisely what it takes to establish and maintain this invaluable quality. It's the kind of know-how that they don't, but should, teach in school."

- John Jacobs, Executive Vice President, Richardson Economic Development Partnership

"I have had the pleasure of working with Yoram multiple times through DallasHR, The HRSouthwest Conference and most recently, The North Dallas Chamber of Commerce. His programming is always so intriguing, energetic, and timely. Our members are always impressed with his presentation style and he is for sure one of the most engaging speakers around. Highly recommend bringing him to your organization!"

- Erin Swain, Manager of Education, DallasHR and HR Southwest Conference



"By learning Yoram Solomon's model, I have found that I can more consistently approach my employees, other leaders, and my customers in a way that facilitates mutual trust and, ultimately, success."

- Roger Hall, General Manager, High-Performance Solutions, Qorvo

"Dr. Yoram Solomon has done extensive research in this field [of trust] and brings a wealth of knowledge and understanding to the table in his workshops, seminars, and podcasts. We are fortunate to have Yoram help propel us to the next level of trust within our organization."

- Scott Cohen, Founder & CEO, CD Wealth Management

"Preparing for the workshop was easy. It was like he knew exactly what we needed. I am impressed with the level of knowledge, commitment, and incredibly easy way to communicate. Yoram helped us see ourselves from a different point of view, analyze the opportunities, and use our creativity to help us to move to the next level."

- Joaquin Anon Suarez, Performance Manager, The Dannon Company

"Yoram's training on trust was the opportunity to open that door of trust combined with self-accountability. The individuals in our group welcomed the vehicle through which they could finally be part of the work it takes to bring a team closer together. They now can begin to work not only more efficiently, but also receive more job satisfaction as they work together. Thanks, Yoram, for helping us build a bridge to each other again!"

- Dr. Rebecca Good, Superintendent, Legacy Preparatory Charter Academy

Video Testimonials: <https://bit.ly/YoramReviews>

What Participants Said

"Yoram was AMAZING! He knew how to keep us engaged! He had command of the audience. So much energy! So knowledgeable. This has been my favorite one yet! Thank you!"

"I wish there was something beyond strongly agree. Yoram was easily the best speaker I have ever heard - engaging, great content, real actionable items. PLEASE bring him back for more!"

"Dr. Solomon was one of the best speakers I have seen through MPI and in a while. He was engaging, entertaining, funny, honest, real and impactful. I hope to attend more seminars with him as the speaker! Wow!!"

"This webinar was AMAZING! What a wonderful, motivating, informative speaker. He held my attention the whole time - I didn't want it to end!"

"This was the best webinar since the Covid situation. I wish I had listened to it over a month ago."

"Very good speaker - get everyone motivated. he just did not talk about leadership and productivity but about LIFE.. well done. Will recommend him to speak with leadership at the International Monetary Fund! Well done..."

"This was, by far, the best webinar I have seen! Yoram is not only clearly an expert in his field, but truly relatable and entertaining. The material was helpful and something I can easily incorporate into my job on a daily basis. Thank you!"

"This was of my top three webinars during the quarantine. Actually, it was one of the best I've EVER seen/heard."

"This was the best webinar... I have ever attended!!! Dr. Solomon was very engaging in his style, Sincerity, experience and knowledge of subject matter."

"I would love to see more webinars with Dr. Solomon. He was a fantastic host; very engaging and energetic."

"I would love to see this presenter back again! Regardless of the topic, I would attend his sessions"

"This was one of the most valuable and engaging webinars I have attended. Highly recommend this speaker for future engagements."

"Please, please, please offer this every year! Everyone needs to hear this information. The speaker was wonderful!"



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About

Dr. Yoram Solomon is a trust researcher, the founder of the Innovation Culture Institute, the author of the most comprehensive trust book, The Book of Trust, the book series Can I Trust You?, and the host of The Trust Show podcast. He published 16 books and more than 300 articles on Trust, Innovation Culture, and Entrepreneurship. His approach to trust is unique in several respects. First, he sees trust as relative, and not absolute or universal. Furthermore, he never stops at telling you **why** trust is important and **what** makes a person trust you, but rather adds the **how** element through his 7-step Trust Habits™ Process. His work resides in the intersection of the science of trust and the science of habit-forming. He holds a Ph.D. in organization and management, an MBA, a law degree, and an engineering degree. Adjunct professor of entrepreneurship at SMU. Former executive, elected official, pilot, and member of the Israeli 35th airborne brigade. He spoke to companies such as AT&T, Northrop Grumman, Dannon, Amway, VCE, DRS Technologies, Medical City, HCA, Qorvo, and many more.



References

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Kristian Daniels, SPHR, SVP, Support Services and Compliance Officer, Health Care Associates of Texas, Half-day Workshop, July 24, 2021: kristian.daniels@healthcareassociates.com, 972-953-2502

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Podcast: www.TheTrustShow.com
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Video Samples

Note: these links are not for public consumption but only for assessing the instructor's style and content. These videos should not be shown publicly.

- Promo Video: <https://youtu.be/HnGkBezHJHg>
- Workshop Promo Video: <https://youtu.be/U7rwwav4Znl>
- D25 video (complete): <https://youtu.be/4EIK6lyC4hg>
- Capital Factory video (complete): <https://youtu.be/z82-dAAemXM>
- PMI (complete): <https://youtu.be/0SbTL1xcwC0>
- Speaking Samples: <http://bit.ly/YoramSamples>
- Testimonial Video: <https://bit.ly/YoramReviews>

Trust-Related Books by Yoram Solomon



- The Book of Trust, 3rd Edition [2022]
- The (mini) Book of Trust, 3rd Edition [2022]
- The Workbook of Trust, 2nd Edition
- Can I Trust You? 70+1 Habits that will make you a more trusted Leader
- Can I Trust You? 67+1 Habits that will make you a more trusted Team Member
- Can I Trust You? 55+1 Habits that will make you a trusted Consultant, Advisor, or Coach
- Can I Trust You? 60+1 Habits that will help you build Trust and be a trusted Project Manager
- Can I Trust You? 50+1 Habits that will make you a more trusted Salesperson
- Culture Starts with YOU, Not your Boss!



See all 16 books on Amazon:

www.amazon.com/Yoram-Solomon/e/B002D61T90

And bulk purchase:

www.trusthabits.com/store



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