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The role of trust in the resistance to change: The effects on the Italian concept of team building

- Presentation 30 mins -

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Abstract

Research shows that high levels of trust lead to a number of advantages in organizational and interpersonal contexts. Among these, trust supports change initiatives, effective working relationships and innovation. On the contrary, wrong interpretations of 'Predictability' and 'Compatibility' seem to act as strong blockers to change in particular cultural settings – such as Italy.

Furthermore, SIETAR ITALIA's 'Trust Across Cultures and Gender' project, reveals that an important trust criterion in Italy compared to Northern countries is 'Emotional Accessibility', that is, 'trust based on the fact that other team members share their true feelings and I can relate to them on personal level'.

But how does this combination of factors fit into the Italian concept of team-building and feedback giving? What role does it play in the way people have reacted in the current financial situation and in the way Italian companies can face the challenges of the present situation?

Working on the 10 trust criteria from Worldwork's tool 'The International Team Trust Indicator', on SIETAR ITALIA's project and on my own direct and indirect experience, I will explore the role of trust in the strong resistance to change that seems to characterize Italian corporate culture and the effects on the lack of an effective team-building and feedback culture that still survives in Italy.

Learning outcomes for participants

- Familiarize them with trust criteria such as 'Emotional Accessibility', 'Compatibility' and 'Predictability' taken from WorldWork's International Team Trust Indicator.
- Explore the main results of Sietar Italia's 'Trust Across Cultures and Gender' project.
- Reflect on the peculiarities of corporate culture, teambuilding and feedback dynamics in Italy.
- Analyse possible ways of using the issue of trust to overcome limitations in high power distance, affective and particularistic corporate cultures.

Profile: Marianna Amy Crestani

Founder of the professional partnership 'Synergplus – Training & Consulting', Marianna works as an intercultural trainer, consultant and researcher both on an academic and on a corporate level. She collaborates with TCO – International Diversity Management – SIETAR ITALIA and with international relocation companies. Her current areas of research are 'trust' and business with the East.