

How do leaders close the trust gap in a global workplace?

Built for professionals who refuse miscommunication
and demand high-trust, high-performance teams

D A T E S

14th - 15th
September 2026

V E N U E

Lagos,
Nigeria

COURSE TRAINER

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 **Corsol**
Corporate Solution

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Course Overview

A highly practical program for leaders and professionals who need to turn everyday communication into their main tool to build trust, collaboration, and a high-performance culture. Organizations rarely lose trust because of strategy; they lose it because of misaligned expectations, ambiguous messages, and difficult conversations that never happen. This course offers a clear mindset and practical tools to close trust gaps, strengthen psychological safety, and design a culture where communication supports performance instead of undermining it.

Across the two days, participants explore how trust is built, damaged, and repaired through daily interactions: meetings, feedback, decisions, emails, hybrid communication, and difficult conversations.

Key Learning Outcomes

By the end of the program, participants will be able to:

- Understand how trust is perceived across cultures
- Understand the relationship between communication, trust, and organizational culture.
- Identify communication patterns that erode trust (ambiguity, inconsistencies, silence, over-explaining, or lack of information).
- Apply practical frameworks to communicate with clarity, accountability, and credibility, even under pressure.
- Manage difficult conversations, feedback, and expectations without damaging key relationships.
- Understand the 18 types of conflicts in an organization and work on strategies to overcome them
- Learn to use the T.R.U.S.T Communication Framework
- Establish team communication norms that reinforce psychological safety, alignment, and sustainable performance.

Why You Should Attend?

- Trust = performance currency
- No trust → no speed, no execution. Fix that, you unlock productivity instantly.
- You stop communication leakage
- Say goodbye to confusion, rework, and passive-aggressive chaos. Clean messaging = clean results.
- Handle tough conversations like a boss
- No more avoiding issues. You address, resolve, and move forward—fast.
- Lead with clarity, not noise
- Cut ambiguity. Set expectations sharp. People deliver better when they actually get it.
- Build psychological safety (real one, not buzzword)
- Teams speak up → better ideas → fewer blind spots → smarter decisions.
- Framework-driven, not theory fluff
- T.R.U.S.T + BIC = plug-and-play tools you use immediately. No academic drama.
- Fix culture without big budgets
- You don't need transformation programs. You need better conversations. Period.
- Future-proof leadership skill
- Hybrid, global, cross-cultural chaos? This gives you control.

Course Facilitator

Georgina Barquin

Executive
Leadership Trainer
| Behavioral Expert
| Global Facilitator



Georgina Barquin is a globally experienced leadership trainer and behavioral expert, bringing a rare blend of multicultural intelligence and cross-industry exposure. With professional experience across four countries and three continents, she has worked with diverse audiences—from high-performance athletes and senior executives to complex institutional environments.

Georgina has delivered over **17,000 training hours**, impacting more than **7,000 executives and senior leaders**, and has designed and led programs for 20+ MBA, Master's, and multinational organizations in both English and Spanish.

Georgina is recognized for translating behavioral science into practical leadership impact, consistently achieving an outstanding 9.3/10 client satisfaction score. Her facilitation style is direct, high-energy, and results-driven—focused on measurable transformation, not theory.

Key Achievements & Recognition

- 94% Effective Leadership Score (360° Leadership Circle assessment across 18 competencies)
- Best Teacher Award - EAE Business School, ranked among 450 faculty based on executive feedback

Expertise Areas

- Leadership & Behavioral Transformation
- Negotiation & Influence
- Emotional Intelligence & Micro-Expressions
- Communication & Executive Presence
- Organizational Culture & Values Alignment

Certifications & Credentials

- Executive Professional Coach (ICF)
- The Leadership Circle Certified
- Barrett Values Centre Certified
- Harvard Law School - Negotiation Program
- Paul Ekman International - Micro-Expressions & Truthfulness Analysis
- Postgraduate in Behavioral Analysis (UK)
- Facet5 Profiling Practitioner
- Dale Carnegie Communication Certified
- Master's in Tourism Management (UK)

Academic Engagements

Georgina has collaborated with leading institutions including EAE Business School, Saint Louis University, and Washington State University, contributing to executive education and leadership development programs.

Trainer's Clientele:



Beam SUNTORY

Email: training@corsol.net

Website: www.corsol.net

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Day 1

Understanding the Trust Gap

Session 1: Communicating with Clarity and Credibility

This session focuses on improving clarity in everyday communication. Participants learn practical frameworks to structure messages clearly, set expectations explicitly, communicate decisions transparently, and avoid ambiguity that creates mistrust. The goal is to move from reactive communication to intentional communication that builds credibility and alignment. Based on the Hawkins Model of Communication

Session 2: Managing Difficult Conversations

One of the biggest causes of trust erosion is avoiding difficult conversations. In this session participants develop practical skills to manage conversations involving performance issues, broken expectations, disagreement or tension, and feedback and accountability. They practice using a structured conversation model to address issues directly while maintaining respect and professionalism. Addressing 18 types of conflict.

Session 3: Feedback That Builds Trust

Feedback often creates tension rather than improvement when it is poorly delivered. Participants learn how to deliver clear, constructive, and accountable feedback that strengthens trust instead of damaging relationships. The session focuses on separating behaviour from judgment, communicating impact clearly, and encouraging responsibility and improvement, with multiple roleplays based on real scenarios.

BIC Methodology to promote accountability

BIC Methodology for positive conversations

Session 4: Designing a Trust-Building Communication Culture

The final session integrates all learning into practical strategies for building a trust-based communication culture within teams and organizations. Participants design concrete actions to establish clear communication norms, increase transparency and alignment, encourage constructive dialogue, and address trust breakdowns early. The session closes with the creation of a personal and team communication action plan.

Activities

Hands-on practice is central to the program.

- Individual and group work to analyse communication challenges, discuss trust-related issues, and present solutions.
- Two diagnostic exercises to evaluate communication patterns and trust dynamics within teams.
- Roleplays of difficult conversations, feedback scenarios, and leadership communication situations.
- Real organizational cases brought by participants to ensure direct transfer to their day-to-day reality.

Programme Schedule

08:30 am - 09:00 am	Registration & Coffee Break
09:00 am - 11:00 am	Course
11:00 am - 11:30 am	Networking & Coffee Break
11:30 am - 01:00 pm	Course
01:00 pm - 02:00 pm	Networking & Luncheon
02:00 pm - 03:00 pm	Course
03:00 pm - 03:30 pm	Networking Break
03:30 pm - 05:00 pm	Course

Day 2

Closing the Trust Gap

Session 1: The Trust Gap in Your Organization

This session explores how trust is built, lost, and repaired across cultures and in workplace environments. Participants examine the hidden communication patterns that gradually erode trust: unclear expectations, inconsistent messaging, lack of transparency, and avoidance of difficult conversations. Through discussion and reflection, they identify common trust gaps within their own organizations and understand how these gaps impact collaboration, engagement, and culture.

Session 2: How Communication Shapes Workplace Culture

Participants explore how everyday communication behaviours shape organizational culture over time. The session highlights how leaders and team members reinforce or weaken trust through the way they communicate decisions, feedback, priorities, and problems. Participants analyse real workplace situations where communication unintentionally created mistrust or confusion and identify how these situations could have been handled differently.

Session 3: Psychological Safety and Honest Conversations

Psychological safety is a key ingredient of high-performing teams, yet many organizations struggle to create it. In this session participants explore what psychological safety looks like in practice and how communication behaviours either encourage openness or silence people. Through group exercises participants learn practical techniques to encourage honest conversations, constructive disagreement, and accountability without creating defensiveness.

Session 4: Diagnosing Communication Patterns in Your Team

Participants learn a diagnostic framework to identify communication patterns that weaken trust in teams, such as:

- Lack of clarity
- Avoidance of conflict
- Overcommunication vs. undercommunication
- Mixed messages from leadership

Using this model, participants assess their own teams and identify specific trust gaps that require attention.

We will be using the T.R.U.S.T Communication Framework.

T - Truth & Triggers

R - Relationships & Rules

U - Understanding & the Unsaid

S - Specific Agreements

T - Tracking & Trust-Building Rituals

During the first day, participants will be working on T.R.U

Who Should Attend?

- C-suite Executives / Senior VP, VP, Director
- Manager, Team Lead, Department Head
- Human Resources Managers/Directors
- Learning & Development (L&D) Professionals
- Project Managers
- Business Development Managers/Directors
- Sales Managers/Directors
- Mergers & Acquisitions Managers
- Entrepreneurs and Founders
- International Relations Managers
- Operations Managers/Directors
- Talent Management Specialists

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Registration Form

Event Code: **CS-TGW-005**

Please fill & sign below form & send us on
training@corsol.net

Course Fee

Registration Fees:

- | | |
|------------------------|------------------------|
| • Book 1 delegate | Pay USD 1,295/delegate |
| • Book 2 - 4 delegates | Pay USD 995/delegate |
| • Book 5 or more | Pay USD 795/delegate |

(All pricing excludes all taxes)

Payment Mode:

- Payments will be made by **Credit Card** or by **Bank transfer**, an Invoice will be sent soon after we receive the signed & filled registration form.
- Payment is required within **5 working days** after the receipt of the invoice.
- Payment must be received in full prior to the Course Origination.

Terms & Conditions:

- 1) Fee Includes (For Face 2 Face Training): the course fee covers all course material, lunch & refreshments. Please note that hotel accommodation is not included in the course fee.
- 2) Fee Includes (For Virtual Training): the course fee covers the live course session & the course material soft copies along with Certificates of Attendance.
- 3) Payment terms: Payments are required within 5 working days from the date of receipt of an invoice; all payments should be transferred by Credit Card/bank transfer to the Corsol International account. A receipt will be issued as payment is received.
- 4) Cancellation /Substitution Policy: Cancellation is only acceptable if submitted to us by email & will be subject to charges, cancellation received 60 days prior to the event 25% of the training fee will be charged, 30 Days prior to the event 50% of the training fee will be charged, 15 days prior to the event 75% of the training fee will be charged, 7 days prior to the event 100 % of the training fee will be charged. Substitution is the best option to avoid cancellation, as the cancellation is required in writing via email likewise Substitution is also required by email with complete details of the substituted delegates (Name, Position, Email & Mobile).
- 5) In the case of No Show, clients cannot claim any refund, & are not entitled to claim the Credit Voucher.
- 6) Cancellation by a paid client; does not subject to any cancellation charges, Corsol International will either accept the substitution or will provide a Credit Voucher of the Invoice amount which can be utilized in any of our future training, with validity up to 6 months.
- 7) Every possible effort is made to incorporate the event as it campaigns, however, due to any unforeseen circumstances Corsol International reserves the right to change the venue, location, and trainer. Also due to unforeseen circumstances, the event may be canceled or postponed, in this case, the paid delegate(s) Corsol International will process & refund the full amount, less the bank/service charges up to 5 % or less.
- 8) While all topics shown in this brochure will be covered in the course, the facilitator/instructor reserves the right to restructure and delivers them in a different order or sequence.
- 6) The client is considered aware of all the above terms and conditions, as they sign on this registration form & Corsol International will not be responsible for any expectation or monetary loss as indicated above.

Delegate 1
Name : _____
Job title: _____
Email: _____
Mobile: _____

Delegate 2
Name : _____
Job title: _____
Email: _____
Mobile: _____

Delegate 3
Name : _____
Job title: _____
Email: _____
Mobile: _____

Delegate 4
Name : _____
Job title: _____
Email: _____
Mobile: _____

Delegate 5
Name : _____
Job title: _____
Email: _____
Mobile: _____

Note: In case of 6 or more nominations make a duplicate of this form & fill in the details.

ORGANIZATION DETAILS:

Company : _____
Address: (to be used on invoice): _____

Telephone: _____
Country: _____

AUTHORIZED BY:

Signature: _____
Name: _____
JobTitle: _____
Email: _____
Date: _____

PAYMENT DETAILS:

Credit Card Holder's Details - To send Payment Link

First Name: _____
Last Name: _____
Email: _____
Country: _____