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UNIVERSITI PUTRA MALAYSIA
BERILMU BERBAKTI

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**PUTRA
SCIENCE
PARK**

MODULE 3 & 4

BUILDING TRUST, COLLABORATION, AND ACCOUNTABILITY



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WHY TRUST AND COLLABORATION?

STRONG TEAMS VS. WEAK TEAMS

HIGH-TRUST ENVIRONMENTS = HIGH PERFORMANCE





HANDS-ON TEAM CHALLENGE (ANNEX 2)

“Build the Tower” rules
(list materials,
objectives, time limit)



TRUST TOWER CHALLENGE ACTIVITY DETAILS



➤ Task (40 minutes)

- “Your team must construct the tallest free-standing tower possible in 15 minutes, using only the materials provided. No external supports allowed.”
- “You may design any structure, but it must be stable for at least 30 seconds after time expires.”

➤ Rules:

- You can only use the given materials.
- No touching or moving other teams’ towers.
- All team members must participate.

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TRUST TOWER CHALLENGE
BUILDING TRUST,
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40:00



Curveball:

The leaders of each team must quickly “steal” one type of item from another group has not make it to the tower structure. Each group now must pivot and work on the remaining materials.

TRUST TOWER CHALLENGE

20:00

DEBRIEF: WHAT JUST HAPPENED?

What
worked?
What broke
down?



**Key
learning
points**

DEBRIEFING POINTS

1. Team Experience

- “What worked well for your team?”
- “What slowed you down or caused miscommunication?”
- “Was trust challenged at any point? How did you address it?”

2. Connection to Workplace

- “How did roles, inclusion, and feedback contribute to the outcome?”
- “What did you do to be accountable to the group’s success?”

3. Key Lessons

- “What does this activity reveal about building trust and accountability in teams?”
- “What changes could strengthen trust and collaboration in your department this week?”

4. Action Commitment

- “Name one small habit you will adopt to support trust, collaboration, or accountability in your daily work.”



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Module 4: Accountability Agreements – Sustaining High Performance

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What Is Accountability?



Accountability means owning results, not just completing tasks.



In high-performance cultures, everyone is responsible for team outcomes.



“Accountability is positive: it’s about growth, trust, and shared commitment—never blame.”

Why Accountability Agreements?



Formalize team commitments to performance, feedback, and mutual support.



Make expectations and promises transparent.



Allow teams to address issues and revisit goals constructively.

“Agreements turn good intentions into visible, shared standards.”

Key Elements of

Effective Agreements

Probing guideline:

“Think: What support do you need for success? What outcome matters most for your team and your own role?”

Clear, SMART goals (Specific, Measurable, Attainable, Relevant, Time-bound).



Business focus:
What is the big-picture contribution?

Roles & outcomes:
What will each member deliver?

Support needed:
What tools, info, or encouragement are essential?

Review and update agreements regularly.



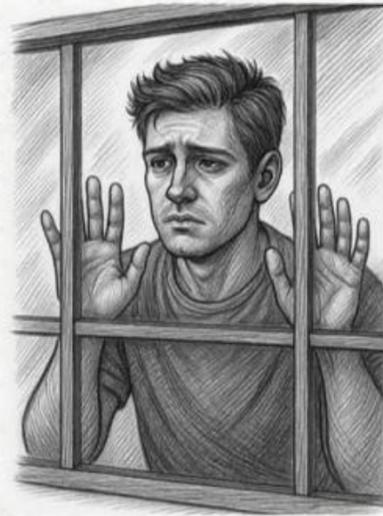
ACCOUNTABILITY EXAMPLE



- **Team Leader:** “Let’s talk about what happened and how we can help our team member, XX, get back on track. Our agreement says we raise issues early and offer support.”
- **Team Member (XX):** “I struggled with my workload and didn’t ask for help in time.”
- **Peer:** “What could we do differently next time? Do we need to adjust agreements?”
- **Team:** “Let’s set a checkpoint so XX feels supported and we learn as a team.”

Your actions speak louder than words.

Bitter people will **mock you.**



Happy people give you **compliments.**



Your actions speak louder than words.

Unsuccessful people **want you to fail.**



Successful people **root for others.**



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The way you treat others is a reflection.

It's always the people going nowhere that have something to say.



What does your reflection look like?



In Simple Words:

You're not a sponge. Don't absorb everything.

You're not a statue. Don't be defined by opinions.

You're not their story. You're writing your own.

You're not your pain. You're the presence behind it.





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THANK YOU

