



# BUILD BETTER BUSINESS RELATIONSHIPS

## Key Outcomes

- ✓ Customer Service
- ✓ Rapport-Building
- ✓ Identifying Truth & Deception
- ✓ Enhance Communication
- ✓ Strengthen Team Bonds
- ✓ Boost Meeting Energy

Play  
Video

Practice soft skills in this fun  
business game themed on  
airport customs & arrivals





Indoors



1.5 – 2 Hours



20 – Unlimited

## Activity Overview

- Trust or Bust is an engaging activity themed as the customs area of an international airport, complete with customs officials, arriving passengers and contraband items (DVDs, money etc)
- Participants are guided through a series of fun experiential activities to learn about the role of facial expressions, body language, congruity of speech and eye-assessing cues concerning trust and deception
- These skills are then put to the test as teams adopt the roles of arriving passengers or customs officials aiming to detect contraband items
- The ability to identify both truth and deception allows you to build better business relationships based on trust and confidence in others
- It helps in any decision-making process which involves other people and leads to a competitive business advantage

