Trust at Work
How to Build, Maintain and Repair It

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The Value of Trust at Work

Think about the people you work with. Do you have high trust in those people? If so...

1. What does having that strong trust do for you?

2. What does it do for your company?

What is the value of having high trust at work?
Trust is the Foundation

Success and Well Being

Engagement
Commitment
Accountability
Collaboration
Innovation
Results

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Five Fundamental Principles for Building Trust at Work
Trust Doesn’t Just Happen

Building and maintaining trust takes care, cultivation and nurturing.
Building Trust Is a Two Way Street
Two Way Street: Be Trustworthy

I think I’m a trustworthy person.

Being Trustworthy Requires *Intention* and *Attention*

Can I really trust him?

It’s what the other person thinks that counts.

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Two Way Street: Trust Wisely

Wise trust requires prudence and discernment.

Wise trust is not all or nothing.
Trust Needs a Robust Language

We Are Wired for Trust and Distrust
Trust Is In the Mind, Emotions and Body

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The Full Experience of Trust

• Bring to mind someone you trust.
• What do you think about him/her?
• What emotions/mood do you experience?
• How does your body react?

• Think of someone you do not trust.
• What do you think about him/her?
• What emotions/mood do you experience?
• How does your body react?
Defining Trust

Trust is choosing to risk making something you value vulnerable to another person’s actions.
Distrust

The decision to protect what I value based on the assessment it is not safe with this person.

Excessive distrust is toxic.
Four Assessments of Trust

Sincerity
Reliability
Competence
Care
Sincerity

“You mean what you say, say what you mean, and you act accordingly. You are honest and act with integrity.”

Are your mouth and your feet pointing in the same direction?
Reliability

“You deliver on commitments you make. You keep your promises.”

How strong is your commitment to your commitments?
Competence

“You have the capacity, skills, knowledge, and resources to do the job.”

How do you know you have the right stuff?

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Care

“You have my interests — or our common interests — in mind as well as your own when you make decisions and take action.”

Can you see more than your own reflection?

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TRUST
SINCERITY
RELIABILITY
COMPETENCE
CARE
Trust Assessments and Action

Identify a relationship in which you would like to have stronger trust.

Using the Four Assessments of Trust...

1. Identify 1 thing *you* can start doing to build trust
2. Identify 1 thing *you* can stop doing to build trust
3. Identify 1 thing you can ask the other person to do
4. Identify 1 thing you can ask the other person to stop doing
Confronting Distrust

Six things to do before a conversation

1. Decide if you are willing
2. Identify the specific assessment(s)
3. Define your standard
4. Identify specific actions/behaviors
5. Determine what you need
6. Ask the person for a conversation
Confronting Distrust

Five Steps to Starting the Conversation

1. Express your desire to fully trust
2. Describe specific behaviors/actions
3. Ask how they see it
4. Describe what they can do
5. Ask if they are willing to do what you’ve asked

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When You’ve Damaged Trust

When you have done something to damage another’s trust in you...

• Acknowledge the behavior/action you have done
• Acknowledge the damage it has done from their perspective
• Apologize for the damage they have experienced
• Let them know you intend to do what you can not to repeat the behavior/action (if possible)

Do not try to justify or excuse your behavior/action. Keep it simple.
“We’re never so vulnerable than when we trust someone – but paradoxically, if we cannot trust, neither can we find love or joy.”

- Walter Anderson
Additional Resources on Trust

If you have questions about the material presented in this webinar please contact
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