



Building Trust

Components of Trust:

- being trusting – the ability to believe in others.
- being trustworthy – worthy of others' belief in you.

Today we'll look at:

- factors that determine trust
- attitudes and experiences that impact trust
- how to become more trusting
- tips for developing trust at a distance
- trust and 21st century leadership



Who do you most trust?

Why?

Trustworthy people:

- are genuine
- have credibility
- are dependable
- are predictable
- are “good folks”
- are good listeners
- are empathetic
- are generous
- maintain confidences
- have special knowledge or expertise
- have your best interests at heart

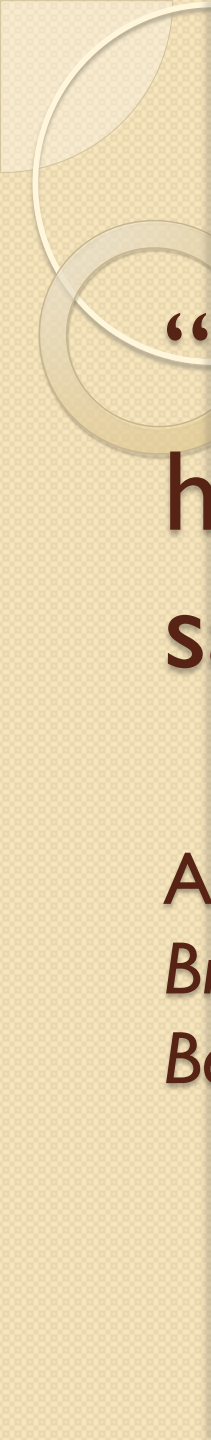


Who don't you trust?

Why?


Untrustworthy people:

- break confidences
- use information against you
- say one thing and mean another
- lie, are duplicitous, or betray you
- are secretive, less than open



“...to be trusted, all you
have to do is what you
say you are going to do.”

Aubrey Daniels PhD
*Bringing Out The
Best In People*



**“Once trust is established,
people will give you the benefit
of the doubt if you make a mistake. If
you are not trusted, they will not believe
you, even when you tell the truth.”**

Aubrey Daniels PhD
*Bringing Out The
Best In People*



Trust Self-Assessment

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How did you rate?

- Are you open to new ideas, ways?
- Do you put people first?
- Can you maintain confidences?
- Will you share information, resources?
- Do you strive for excellence, not perfection?

How did you rate?

- Do you truly like and care about people?
- Do you enjoy group work?
- Can handle ambiguity?
- Have you been burned before?

What do you need to work on?




Rebuilding Trust

How to create a trusting environment:

- establish guidelines; set parameters
- allow for open communication
- get buy-in from higher ups before you start
- seek out champions and sponsors
- have cut offs


How to create a trusting environment:

- use conflict to foster teamwork
- look at other successful models
- align with successful people and teams
- forget titles, degrees, distinctions



And if trust is lost,
what can you do to rebuild it?

- get counseling/training
- allow for a grieving process
- let go of the past; rebuild anew



**“Leadership is the art of creating
a working climate
that inspires others to achieve
extraordinary goals and
levels of performance.”**


**General John Michael Loh
U.S. Air Force**

Techniques for building trust across a distance:

- remember special occasions
- keep communication succinct and on a single topic
- attend to their needs immediately
- compliment them often
- sandwich criticism in between comments; offer alternatives

Techniques for building trust across a distance:

- defer to them when their expertise supersedes yours
- learn from the relationship
- never take them for granted
- ask what you can do to make things even better



“Everyone carries the seeds of greatness. ‘Great’ people don’t have something that everyone else doesn’t; they’ve simply removed a lot of the things that stand in the way of their best selves.”

Rob Lebow and Randy Spitzer, *Accountability: Freedom and Responsibility Without Control*