

Building Trust



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Building Trust Starts with Us



- T - Tell the Truth**
- R - Respect the relationship: Keep it Real**
- U - Utilize everyone's talents and skills**
- S - Seek Understanding: Ask the Five Why's**
- T - Team: Together we can build it**

Telling the Truth

What is it?

Sincerity in action, character, and utterance.

An evaluation made by the trustor.

Does the trustee adhere to principles acceptable to the trustor?

Integrity – Consistent actions, credible communication, commitment to standards of fairness, and congruence of other's word and deed.

Verifiable Truth

Telling the Truth

Why is it important?

- Gain greater commitment of employees. Cultivates a team atmosphere.
- Create relationships between management and employees where same values and goals are shared. Greater productivity.
- Creates confidence in your management ability.
- Builds strong relationships that can endure the stormy times.

Telling the Truth

Don't lie.

Don't play the "I'm the Manager card."

Share information regularly.

Admit if you will be unable to honor your commitments.

Don't cover-up bad news.

If you can't answer a question, just say so.

Walk YOUR talk.

"Trust is a peculiar resource; it is built rather than depleted by use."

-Unknown

Respect the Relationship- Keep it Real

What is Respect?

- To hold in high or special regard.



What is a Relationship?

- The relation connecting or binding participants.

Only those who respect the personality of others can be of real use to them ~ Albert Schweitzer

Respect the Relationship- Keep it Real

Why is Respect Important?

Respect is the foundation for good relationships.

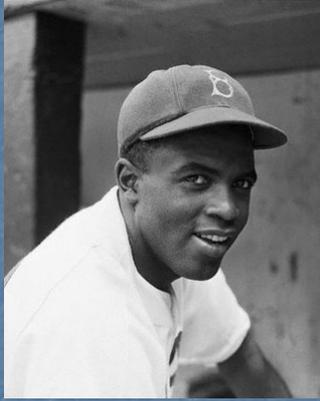
- It creates trust and encourages cooperation.
- It creates common ground.
- It creates synergy.
- It brings out the best in people.

Respect the Relationship- Keep it Real

How Do You Get It?

- Follow the Golden Rule – treat others the way you want to be treated.
- Listen to other people's ideas.
- Be truthful.
- Don't gossip.
- Be gentle with others.
- Be generous with compliments.
- Do the Right Thing.

Respect the Relationship- Keep it Real



I'm not concerned with your liking or disliking me . . . All I ask is that you respect me as a human being.

~ Jackie Robinson

Utilizing Everyone's Talents and Skills

Find a technique or "trust" factor.

- Give people a reason to want to go outside their zone.
- Find their individual talent or a place/task they feel comfortable working on.

Utilizing Everyone's Talents and Skills

Leadership depends on:

- The leader's personal characteristics;
- The wants, needs, thoughts and values of others;
- The reality of the current situation;
- Getting out of the way.

Utilizing Everyone's Talents and Skills

Get to know your team or group.

- Use the four Strategies For Leadership.
- Attention through vision.
- Meaning through criticism.
- Trust through positioning.
- Deployment of self.

Seek Understanding

What is it?

Noun - The ability to learn, judge, or make decisions

A mutual agreement, usually an informal or private one

Adjective: kind, sympathetic, or tolerant towards people



Seek Understanding

Understanding Within The Workplace:

Relating to your coworker/boss/friends

Relating to yourself - understanding your own motivations

Why is it important?

Lack of understanding erodes relationships - damages trust

Building understanding creates a more trusting environment

Seek Understanding

How do we achieve it?

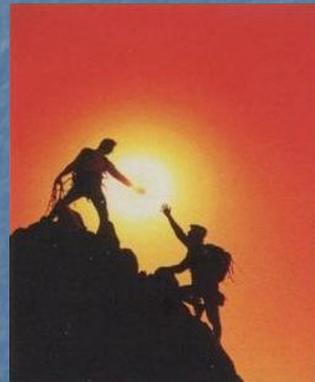
- Using the five why's to understand barriers to building trust.



Team – Together we can build it

Trust within the team begins with:

- **Communication:** The goals of the team are effectively put forth and open for discussion.
- **Vision:** The goals are clear and everyone is included in on the process that is to be followed to achieve these goals.
- **Commitment:** Willingness to overlook one's own beliefs on a certain topic and listen to and share the ideas of others.



Team – Together we can build it

Absence of trust within the team leads to:

- **Confusion:** Am I doing what is expected of me?
- **Worry:** What if I am not performing my duties up to others expectations?
- **Inaction:** I'd rather do nothing than do something wrong.
- **Fear:** Will I be critiqued negatively by my peers and face discipline for the actions I take?

Team – Together we can build it

Trust within the team leads to:

- **Confidence:** I have a voice and I am contributing in some way, shape or form to the teams success.
- **Inclusion:** I feel I have a vested interest in the success of the team.
- **Commitment:** I am willing to see this through because I believe I am a part of a team that wants to succeed.

