



Building Trust at Work

Trust includes 3 components:

Character: adheres to set principles; integrity

Competence: knowledge, skills, abilities

Benevolence: demonstrate respect, mindful of others' interests

What Causes Low Trust?

- Change
- Inconsistency
- Uncertainty

Best Practices:

- **Make and Keep Commitments:** do what you say you're going to do and if you can't, let the person know before the promised time
- **Listen to Others:** be curious; suspend your judgment and opinions so you can understand what the person is trying to say to you
- **Recognize Contributions:** give specific and ongoing feedback to others about their contributions in various forms
- **Seek Feedback:** ask others how you are doing what you could improve
- **Deal with Conflict:** talk with the person you disagree with before there is too much emotion involved rather than avoiding conflict or exploding
- **Explain Decisions:** inform others how/why you made a decision and whenever possible/realistic include them in decision making

Resources:

Building A High Morale Workplace, by Anne Bruce

The Speed of Trust, by Stephen M.R. Covey