# TRUST

*The Keys To*
*Relationship Building*

Presented by 3WIRE Consulting Group

# Here Are Some Possibilities:

- Trust is a belief in a probability that a person will behave in certain ways.

  *The primary source of evidence is your behavior.*

- Trust is an abstract mental attitude toward a proposition that someone is dependable.

- Trust is a feeling of confidence and security that a partner cares.

- Trust is a complex neural process that includes emotions.

*Trust represents the "self" of the person extending or not.*

# Trust Is More Elusive Than “Mistrust”

- Trust is rarely absolute, but rather is restricted to particular situations
- Trust has an emotional dimension

# Mistrust

- Mistrust is an emotional process that goes far beyond estimation of low probabilities about people doing what they are supposed to.
- Mistrusting someone is not just a prediction of betrayal, but also a bad emotional feeling about the untrustworthy person.

# Trust

Why is ”IT” Important?

# It Matters Because:

- Trust is good for morale and motivation.
- Trust builds teamwork and collaboration.
- Trust produces speed, efficiency and, decreases costs.
- Trust empowers ethical decision-making.
- Trust increases loyalty and the willingness to stay with an organization.
- Trust decreases stress levels and hostility.
- Trust overcomes resistance to change.
- Trust breaks down organizational silos and isolating behaviors.
- Trust is a gateway to persuasion, sharing and developing ideas.
- Trust is a key ingredient to coaching and improving employee performance.

# Trust

How Do I Create “IT”?

# Aligning Actions With Words

1. Recognize that building trust takes hard work

*It comes from conscious effort to walk your talk*

2. Be honest and supportive in-particular with “Self”

*Even when it’s difficult, tell the truth*

3. Be quiet sometimes

*Actively listen and check for understanding*

4. Be consistent

*Consistently doing what you say you’ll do*

5. Model the behavior you seek

*Nothing speaks more loudly than the leader’s behavior*

6. Build in accountability

*Acknowledge your mistakes and successes*

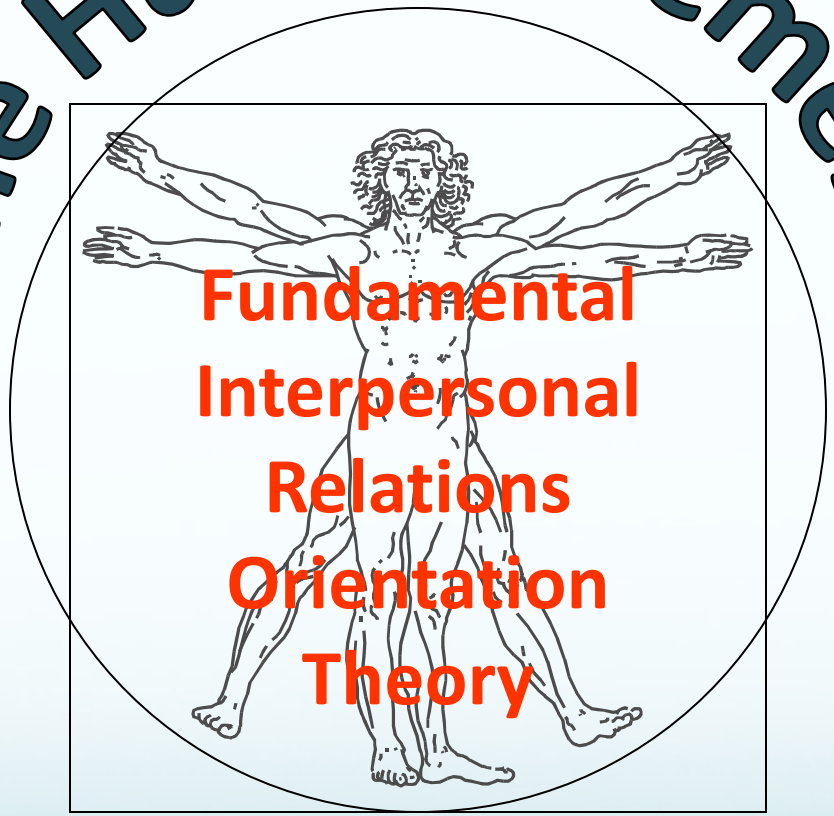
# Trust

How Do I Know?

# Areas for Personal Feedback

- Am I listening to others and seeking their ideas and opinions?
- Am I open to other's ideas and including those ideas in the decision-making process?
- Am I communicating consistent expectations for everyone?
- Do I tell others and myself  the truth and follow through even when it is difficult?
- Am I treating everyone with the same dignity and respect that I expect and would like to receive?
- Are my own career goals or a personal agenda interfering with my team's performance and my commitment to my and other's success?
- Do I demonstrate concern and caring for others?
- Do I set a good example and conduct myself in a manner consistent with the mission, vision and values of the organization?

# The Human Element




Being Honest With Yourself