

# Building A Culture of Trust

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## **What's Trust Got to Do With It?**

Individually: Consider the impact of trust in your work life. Respond to the questions below:

How does having trust contribute to meeting and exceeding goals, teamwork and employee engagement?

What does a lack of trust do to teamwork, employee engagement and results?

Notes from small group activity:

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## Benefits of a high-trust work culture

Engage, Retain, Innovate, Produce Results, Collaboration and Teamwork

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## Types of Trust – demonstrated by individuals

Trust of Character:

- Do people do what they say they will do?
- Do managers and employees make clear what they expect of each other?

Trust of Disclosure:

- Do people share information?
- Do people tell the truth?

Trust of Capability:

- How well do people carry out their responsibilities?
- Do people acknowledge other people’s skills, abilities and strengths

## Trust in the Organization:

- Strategic Trust: employees trust the people who are in charge, that they are making the right strategic decisions, have vision and competence, setting the right course and allocating resources to help the company succeed.
- Personal trust: employees trust their direct managers: they are treated fairly, employee needs are considered when decisions are made, manager’s personal desires/needs are not put ahead of the group
- Organizational trust: employees trust that organizational processes are well designed, consistent, and fair. That the company makes good on its promises

## Reflect on your organization:

Which type/s of trust is a strength in the organization?	Which type/s of trust is a weakness in the organization?

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## Building Trust – The Process:

Foster open, consistent, clear communication

Be reliable and consistent

Solicit and act on feedback

Show appreciation

Treat everyone with respect and fairness

Demonstrate confidence in employees and co-workers

Which parts of the process are “easy” for you and your organization?

Which parts of the process are “harder” for you and your organization?

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**List an idea/concept that you'll bring back to the workplace**