LEADERSHIP AND CIVIC ENGAGEMENT

Actions for Building Trust

WHAT CAN I DO TO BUILD TRUST?

Although we all experience trust, it can be hard to understand how it came to be and what was done to contribute to its growth. Thankfully, multiple researchers have examined what actions have been successful for building trust. As you read through this list, think about what specific actions you might take to respond to the kind of trust you seek. These are general suggestions, so personalize them and be specific to your situation.

From Reina & Reina’s *Building Sustainable Trust*

- Manage expectations clearly
- Encourage mutually-serving intentions
- Keep agreements
- Delegate appropriately
- Share information
- Tell the truth
- Speak with good purpose
- Admit mistakes
- Maintain confidentiality
- Acknowledge people's skills
- Allow people to be involved in decision making
- Actively seek input
- Build others’ skills

From Twibell & Townsend’s *Trust in the Workplace: Build it, Break it, Mend it.*

- Incorporate trust language into what you say
- Keep even the smallest promises
- Admit when you are wrong
- Share intentions
- Set a date for a new trust environment to begin
- Celebrate a trust anniversary
- Show your interest or care in a tangible way
- Celebrate another’s success publicly
From Covey, Link, & Merrill’s *Smart Trust*:

- Choose to believe in trust
- Make yourself credible
- Assume positive intent in others
- Do what you say you will do
- Extend trust to someone else first

From Horsager’s *The Trust Edge: How Top Leaders Gain Faster Results, Deeper Relationships, and a Stronger Bottom Line*:

- Be specific
- Share your vision
- Seek first to understand, then be understood
- Simplify the complicated
- Focus on your non-verbal communication, in addition to verbal communication
- Avoid overstatement or understatement
- Prioritize people before tasks
- Write a handwritten note expressing appreciation
- Make decisions that match your values
- Create a plan for your own on-going learning
- Be willing to sacrifice for the greater good
- Help others
- Avoid complaining
- Make decisions when they need to be made
- Avoid agreeing to anything you can’t deliver
- Show compassion
- Care for someone in a culturally-appropriate manner
- Communicate clearly in the terms of the trustee’s culture
- Be mindful of the values and views of success for another’s culture
REFERENCES


