



## **Leadership Tips** *September / October 2017:*

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### **TRUST** *Is a Must!*



### **TRUST Is a Must!** *Understanding the essential role of trust in our workplace relationships... and how to enhance it*

Trust is the cornerstone of business. It must be fostered internally, before even addressing trust between organizations and their customers, clients and constituents. We must trust each other...within and between departments, as well as building trust between employees and management.

Trust ensures the smooth operation of any organization, helping departments coordinate and collaborate with each other to achieve organizational goals. Trust, once fostered, is the glue that binds us together as we serve each other and deliver on our promise to those we serve.

### **Trust Defined**

The simplest definition of trust is "the firm belief in the reliability, truth, ability, or strength of someone or something." From trust springs confidence, a desire to lean in and partner, to take risks together and achieve more.

### **Are We Trustworthy?**

Trust starts with us. Ask yourself these questions to begin to assess your trustworthiness in the eyes of others:

- Do I honor my commitments?
- Do I follow through and do what I say I am going to do in the workplace?
- Can I be counted upon?
- Am I reliable and dependable?
- Do I hold up my end of the bargain?
- Am I consistent in my efforts, results and deliverables?

Over the next week, find examples where you did each of these.

### **Trust in the Workplace**

As professionals, others count on us...to make deadlines, balance budgets, work well with others of all temperaments and styles. We're trusted to put the organization's needs first, and team together to make our goals, hit our numbers, and best serve our constituents.



### **A Peer's Story about Pier Pressure**

As a young child, my parents took me to a local lake one special weekend. It was a sunny day, with glistening blue water and a nice sandy beach. There was a short pier waiting to be experienced. I received permission to walk to the end of the pier...once I promised my parents I would stay out of the water. Their trust in me was rewarded as I successfully reached the end of the pier, turned back and waved to my nervous parents, whose eyes never left me.

### **Plan B(ee) Backfires**



Now it was my turn to become nervous. Some bees were buzzing around me at the end of the pier and wouldn't go away. I became fearful. I cried out to my mother.

My father stood up he yelled back to me. "Just stay still! If you don't disturb them they won't disturb you."

My instinct said, "RUN." My father said otherwise. Immobilized by fear, I didn't fight nor flee...I froze. That's when a bee landed right on my tip of my nose. I was already crying when he stung me in the bridge of my nose. It took many years to stop second-guessing dad's dictums. My

trust in him had been shaken. Long after the pain of the bee sting passed I continued to rely on my gut when it came to trust issues.

### **From Your Vantage Point**

Whom do you trust? Why? What happens when your trust in others is betrayed? Shaken? Is your trust a blind trust? Is it founded on faith or experience? Is it rooted in a belief of others?

Track records are a good place to start. Do others honor their commitments? Make their deadlines? Do their actions align with their words? Do others honor their commitments? Make their deadlines? Do their actions align with their words?

### **Looking Inward**

Going even deeper, do you trust yourself -- your decisions, calculations, instincts? Are you true to yourself?

### **Establish Your Trust Fund**

Audit your recent statements and actions. As you review your interactions -- what you said and did -- ask yourself the following questions for recent successes:

1. What role did trust played in your triumphs?
2. What specifically did you say or do that increased your trustworthiness?
3. Can you notice the positive impact of these words or deeds on your relationships?

Similarly, review your recent initiatives and interchanges that *underwhelmed or only achieved modest success*.

1. Where would more trust have improved your results and efficiencies?
2. Where might a breakdown or erosion of trust occur?
3. How can this deterioration of trust be reversed through conversation or action?
4. What words or actions can signal to others that they can better trust your decisions and intentions?

Once you've established trust, you've built a fund you and others can draw from for confidence, mutual understanding and continued success, in good times and bad. Going forward, work on building, enhancing and, as necessary, restoring trust with others, to generate better relationships and results.

We trust you will!

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**The Consulting Team** is pleased to introduce two new training courses:

1. [Building and Cultivating Trust](#)
2. [Credibility -- How to Earn It, How to Keep It](#)

Click on the above links to learn more about each offering.

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Contact The Consulting Team to learn more about training, coaching, consulting assistance and also one-to-one training for leaders and employees.

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