



The Consulting Team, LLC  
Facilitating Positive Change

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## Leadership Tips Fall 2024:

# Trust: Do You Trust and Are You Trustworthy?

## From Marilyn and The Consulting Team



### Memo from Marilyn

Is it easy for you to trust others; to give them the benefit of the doubt? Or do you wait for the other person to earn your trust? Do you think of yourself as trustworthy? Trust is usually a two-way street. To be seen as trustworthy, I think we need to trust others. To be open and transparent, trust is essential. Trust in the workplace is mutual respect and psychological safety. Without it, the environment can be demotivating, less productive, and not very enjoyable.

When we have confidence that our colleagues and leaders are trustworthy and trust us, we feel empowered to openly share our opinions and ideas, which leads to innovation and growth. Sharing knowledge and experiences throughout the organization increases collaboration and teamwork.

Learning how to build trust is critical if we are going to be successful. Often, the first step to building trust is connecting with our co-workers, peers, and supervisor in meaningful ways. Get to know each other's interests and passions. Show that you care about them as people.

Unfortunately, most people haven't been taught how to build trust. I invite you to try our 5 tips and see if work for you. Building trust is an ongoing process and well worth going that extra mile.

Warm regards,

Marilyn Manning, Ph.D.  
Owner, The Consulting Team  
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P.S. Please join us on Friday, November 15 at Noon for our next complimentary 30-min. webinar: **How to Rebuild Trust in Two Steps** Email [Admin@TheConsultingTeam.com](mailto:Admin@TheConsultingTeam.com) to obtain login details. (The webinar description is found later in this edition.)

### In this edition:

1. Article: **Do You Trust and Are You Trustworthy?**
2. Complimentary November 15th webinar: *How To Rebuild Trust*
3. The Value of Learning Academies
4. Coaching options and complimentary 30-min. coaching session offer.



## Do You Trust and Are You Trustworthy?

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Trust is the bedrock of thriving organizations, forming the foundation for a healthy work culture, high engagement, and strong productivity. When employees trust their leaders and colleagues, they feel secure, motivated, and are more willing to collaborate effectively. Conversely, a lack of trust can lead to disengagement, poor communication, and an overall toxic work environment. Recent research has highlighted the impact of trust on both individual and organizational outcomes. For example, high-trust workplaces report 74% less stress, 50% higher productivity, and 40% less burnout compared to low-trust environments (source: [Work Design Magazine](#))

### Why Is Trust So Important?

In a high trust work environment, employees feel psychologically safe, which encourages risk-taking, innovation, and problem-solving. Organizations that cultivate trust experience lower turnover rates, higher morale, and better collaboration across their teams. These benefits are not only cultural but also financial. Organizations with strong trust levels have been shown to outperform those with low trust in terms of productivity. In contrast, environments where trust is low often suffer from poor communication, increased conflict, and higher turnover rates.

### What Can You Do to Foster Trust?

Trust-building is an ongoing process that starts with our behaviors and extends to organization-wide policies and culture. Here are five actionable tips to cultivate trust in the workplace, supported by real-world examples.

### 5 Tips to Build Greater Trust in the Workplace

**Encourage Collaboration:** Fostering a culture of teamwork by encouraging collaboration across different teams and departments helps build trust. When we work together to achieve common goals, we develop stronger relationships and a sense of shared purpose. For example, a project team tasked with addressing a significant customer issue collaborated closely across multiple departments. As they solved the problem together, team members built a sense of trust and camaraderie that extended beyond the project itself, enhancing overall workplace culture. Where can you suggest more collaboration?

**Involve Others in Decision-Making:** When we are included in decisions that affect our work, it increases our sense of ownership and trust in leadership. This involvement should be more than superficial; it should genuinely consider our input. For instance, an employee suggested a new approach for streamlining a complex workflow process. After her idea was adopted and recognized, not only did the workflow improve, but the experience also enhanced her trust in management and opened doors for others to share their ideas, fostering a more inclusive culture. Ask your manager if you can be more involved in some decisions.

**Lead By Example:** Trust starts from the top. When we see managers consistently demonstrate values such as integrity, empathy, and accountability, it creates an

environment where those values are naturally mirrored by others. When we admit mistakes and take responsibility, we set a powerful example for others, showing that accountability is valued over perfection. What values do you model?

**Recognize and Thank Others:** Appreciation builds trust. Find opportunities to acknowledge the efforts and achievements of others; this can foster a sense of respect and gratitude. One young professional shifted her focus from her own achievements to recognizing the successes of her team. By publicly appreciating others' work, she not only strengthened relationships but also built a culture of mutual respect and trust. See if you can recognize another's contributions each day.

**Seek Opportunities for Growth:** Demonstrating a commitment to learning and self-improvement helps build credibility and shows others that you are trustworthy. When professionals actively pursue growth, whether through training, certifications, or new experiences, they signal to colleagues and supervisors their willingness to adapt and evolve. An employee who recently attended a series of leadership development workshops shared the skills and insights they gained with their team, ultimately raising the group's trust and confidence in each other and with the employee. What trainings or professional development activities are you planning to take in the next 6 months?

### **When Trust Is Broken, How Can We Repair It?**

Trust takes a long time to build and just minutes to lose. Rebuilding trust requires time, effort, and a commitment to making things right. A sincere and effective apology can go a long way toward repairing damaged relationships. A helpful framework involves "acknowledge/admit/own/no excuses." This means admitting fault, taking ownership of the consequences, and offering a heartfelt apology without trying to justify our behavior. Ask for forgiveness from a place of humility and openness, which can help rebuild trust.

Marilyn Price-Mitchell, in her book *An Apology*, discusses the importance of "clean apologies" that come without excuses. Instead of justifying actions with, "It wasn't my intention," acknowledge the hurt, stress, or anger caused by you and offer a sincere apology from the heart. Clean apologies create space for the other person to let go of resentment and for the relationship to heal.

### **Conclusion**

Trust is not a "nice-to-have" in the workplace; it is essential for driving engagement, improving productivity, and achieving long-term success. It requires consistent effort and mindfulness to build and maintain. Whether you are an entry-level employee or a senior leader, our 5 tips can foster a work environment where trust is not just built but continuously nurtured. By making trust a priority, we can create a culture where everyone thrives and feels appreciated. And you can help create this.



### **Success Stories from The Consulting Team**

Examples of our recent academy partnerships:

A mid-sized city sought our help while experiencing great turnover. We facilitated

an employee satisfaction process that helped us develop a roadmap and action plan to improve morale. Together we created and implemented a learning academy to provide professional development opportunities for managers, supervisors, and future leaders. The city's retention rate greatly increased, as did morale.

Another Bay Area company we collaborated with was able to add key topics to their in-house team trainings. We facilitated teams to create an open, transparent environment using new skills in critical conversations, awareness of style diversity, and making agreements for results. Our team sessions replaced tension and uncertainty with understanding and appreciation, refocusing on bringing staff together in a spirit of unity and a renewed sense of belonging.

### **The Enrichment of Academies**

Well-conceived academies allow your staff to receive training in related topics of relevance by hearing from both internal and external experts while they strengthen working relationships with each other. The topics can also be reinforced by ongoing coaching and mentoring to share progress and reinforce learning.

Consider giving yourself and your organization a reboot with a learning academy or a well thought out in-house training series.

***Give us a call for a free brainstorming session.  
(650) 464-6024***

### **A Sampling of Academy Topics**



#### **In-House Faculty**

Overview of this year's direction.  
Vision, Mission, Values by executive team.

- Budget and finance
- Understanding the politics and role of your Boards, Councils, or Commissions
- Performance feedback and evaluations
- Legal information all managers should know
- Onboarding new employees and benefits
- How to use the Employee Handbook

#### **Outside Faculty (Consultants)**

Bring Industry familiarity beyond your walls;  
Strong voices to deliver needed messages.

- Courageous conversations
- Business writing and presentations
- Communication styles
- Managing change effectively
- Leading multiple generations
- Managing multiple demands, time and priorities
- Project management

Register for our next complimentary 30-minute webinar, Friday, November 15,  
Noon, Pacific

**FREE WEBINAR: How To Rebuild Trust In Two Steps**



Facilitated by Senior Associate Nina Morris Collins, J.D.

Attend this session to learn how the tool **How To Rebuild Trust In Two Steps** can help you learn:

- Why building and maintaining trust is important
- Signs that trust has been broken
- Two valuable steps to rebuild trust

The Value: When trust is broken, it negatively impacts our relationships and performance. We need to act immediately to restore it.

**Friday, November 15th, 2024**  
**Noon -12:30 PM Pacific**

Confirm your seat and receive log-in details  
when you register using the button below.

Register for our next complimentary 30-minute webinar, Friday, November 15,  
Noon, Pacific

## COACHING

We offer coaching for managers, executives and individuals, including one-to-one career development and success coaching for executive team members and mid-managers.



In Person: Initial intake session



Virtual coaching sessions

**Areas of focus** may include setting and achieving professional development objectives, clarifying goals, gaining self-awareness, inclusive and empowering leadership, operational planning, team effectiveness, collaborative emotional intelligence, and communication skill-building. [Learn more here.](#)

# Free 30-minute Coaching Session:

Schedule a complimentary 30-minute 1:1 coaching session with one of our twelve senior associate coaches.

[Request A Session Here](#)

## The Consulting Team

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