



TRUST AND LEADERSHIP |

How important is trust?



TRUST

- Most fundamental part of any long-term and successful relationship – personally and professionally
- People will only follow someone they trust and without followers you are not a leader, but simply a pioneer.
- When you first meet someone you are going to unconsciously answer two questions – do I like this person and do I trust this person? If you don't like someone you can still work with him/her (professionally), but without trust collaboration and communication will be negatively impacted.
- Trust can be established fast or over a long period, and can be shattered in an instant. Tough to rebuild trust once it is broken.

Trust can be seen as having at least three aspects:

- Can I trust that you are **capable of doing what you say you can?** (job interview, performance appraisal)
- Can I trust your words? Are your **words and actions aligned with each other?** (integrity)
- Can I trust that **you will protect me** (my interests and well-being) even and especially if I am not in the room? (caring)

SPOTTING TRUSTWORTHY BEHAVIORS EXERCISE

Instructions

- Small group – 4 – 5 people.
 1. Think of public figures or film characters whom you would describe as being untrustworthy

In small group, list the specific **behaviors that makes you believe** these people/characters cannot be trusted.
 2. Imagine you could **coach these characters/people** to become more trustworthy.

In small group, list your coaching advice in terms of specific actions or behaviors that would be needed from these people/characters to make them appear more trustworthy going forward.

- You have 12 minutes for both parts

DEBRIEF/DISCUSSION

1. Which actions and activities (behaviors) made you see the people/characters as untrustworthy?
2. What coaching advice did you come up with for untrustworthy people/leaders?
3. How do people act/react when they don't trust their leaders?

WHAT DOES THIS MEAN FOR YOU AS A LEADER?

- **Get feedback** from others – are you employing any behaviors which may make you seem untrustworthy?
- Read through the **coaching advice** that your group compiled – can you benefit from any of the items?
- **Write down some actions** that you (as a leader) can take to ensure you come across as trustworthy.

Worksheet for small groups

(print the next sheet and make it available to the small groups for the exercise.)

