

Building Trust

Presented by ComPsych® Corporation

STAY AHEAD of Work-Life Challenges



Objectives

What is trust?

What are factors associated with trust?

How can trust be built?

How can trust be restored once broken?



Trust is...

Predictability

Reciprocity

Vulnerability



Factors that Lead to Trust

Reliability

Accountability

Empathy

Honesty

Open communication

Shared control



Behaviors That Lead to Mistrust

Desire to control

Critical, judgmental

Arbitrariness

Self centeredness

Insincerity



Developing Trust

Perseverance

Integrity

Act fairly

Act upon moral and ethical principles and not just upon material interests

Help others to achieve what they want



Reputation

Build a reputation by doing things for others and treating them respectfully and fairly

Build reputation by doing a good job

Satisfy expectations over and over again



Why We Don't Apologize

Pride

Embarrassment

Anger



I'm Sorry...

A proper apology should include the following:

- a detailed account of the situation

- acknowledgement of the hurt or damage done

- taking responsibility for the situation

- recognition of one's role in the event

- a statement of regret

- asking for forgiveness

- a promise that it won't happen again

- a form of restitution whenever possible

When to Seek Additional Help

There are additional resources on
www.guidanceresources.com

Check it out!

Call ComPsych® GuidanceResources®
Available 24 hours a day, 7 days a week!