

Drivers Of Trust

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The foundation of good and healthy team is built on the drivers of trust.

The Trust Cycle

Explore:
Understand the issues and opportunities.



Commit:
Agree on what you will deliver, how and when.

Confirm:
Check that everyone's expectations were met.

Deliver:
Take action and achieve what was promised.

The Drivers Of Trust

We look for these qualities in people to determine how much we can trust them:

Trust signalling attributes:

- Fairness
- Dependability
- Openness
- Respect
- Courage
- Unselfishness
- Competence
- Supportive
- Empathy
- Compassion
- Confidence
- Predictability

The Trust Deficit

What happens when you notice that trust is missing in a team?

- Loss of rapport
- Suspicion
- Lack of commitment
- Disengagement
- Selfishness
- Protective behaviour
- Micromanagement
- Siloing
- Lack of communication
- Lack of empathy
- Risk aversion

20 Ways To Build Trust

- 1 Keep private information confidential
- 2 Do the right thing, even if it's hard
- 3 Be consistent in your actions
- 4 Apologize genuinely
- 5 Admit your mistakes
- 6 Ask for feedback
- 7 Follow through
- 8 Be respectful
- 9 Be truthful
- 10 Be kind
- 11 Be real
- 12 Be honest
- 13 Stay humble
- 14 Don't gossip
- 15 Show empathy
- 16 Show up on time
- 17 Respect boundaries
- 18 Try to do better next time
- 19 Ask for help when you need it
- 20 Help without expecting anything



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