

Toolkit Title

Create, Increase & Sustain Trust

Purpose of Toolkit

To create, increase, or sustain trust with another person or with a team.

Toolkit Methodology and Application

See attached.

Case Study or Example

See attached.

Acknowledgements and Sources

See attached.

Toolkit Category

Organisation Development

Keywords

Organisation Development, Trust, Intrapersonal, Interpersonal

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CREATE, INCREASE, AND SUSTAIN TRUST

with each other in the system

#foundation #intrapersonal #interpersonal

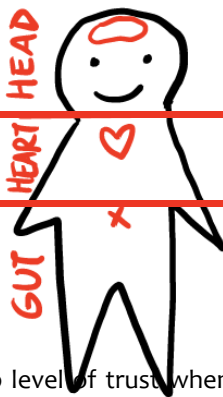
People choose whether to trust you based on their answers to these 4 subconscious questions:

1. Are you **competent**?

2. Are you **reliable**?

3. Are you **sincere**?

4. Do you **care**? Are you capable of caring for someone like me?



WHAT
we are saying

HOW
we are saying

WHY
we are saying

WHO
we are as
we are saying

You will inspire a deep level of trust when you connect with people at the Head, Heart and Gut Level.

“A breakdown in trust not only kills good work, it also inevitably creates some degree of misery, annoyance, fear, anger, frustration, resentment, and resignation” - Charles Feltman, The Thin Book of Trust

CREATE, INCREASE, SUSTAIN TRUST

When to use: When you want to create, increase, or sustain trust with another person or with a team

How to use: *(adapted from book by Aneil and Karen Mishra, Trust is Everything.)*

Indicators of Trust	Competence	Reliability	Sincerity	Care
Demonstrate that...	I am competent	I can be counted on	I say what I mean and mean what I say	I have the other party's interest at heart too
In day-to-day work, relationships, let's pledge to...	Put in our best for each other	Be reliable in our work together Tell each other if we can't keep our deadlines or what was agreed upon	Be open and honest with colleagues Agree to tell the truth about our work together	Care about one another's interests and promote one another's well being
For example...	I fix my mistakes	I inform others when I can't keep my commitments	I do not make excuses	I don't take advantage of others
	I do my part well	I do what I say I will do	I side aside regular time to share info, give and seek feedback clearly yet kindly	I identify common interests and find a way to support colleagues

For more information, see Vision Sharing (Card 8) and Inquiry and Advocacy (Card 14).