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*We Help You Focus Clearly,
Organize Effectively,
And Act With Courage*

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Building Trust

- ◆ **Make commitments.** If you are always on the fence, people will not know how to rely on you.
- ◆ **Follow through on commitments.** Have you promised to send an article to someone? Do it. If you follow through on minor commitments, people will trust you to follow through on major commitments.
- ◆ **Be on time for appointments, and return phone calls on a timely basis.** The time we give to others is a major commitment. If you honor that, people will trust the reliability of your other commitments.
- ◆ **Be honest about your motivations.** People can smell a hidden agenda miles away.
- ◆ **Be honest about your skills and knowledge.** You want people to trust your competency, and part of that is admitting what you do not know and then getting help.
- ◆ **Be clear about your expectations.** You increase the trust level by being truthful about what you want or expect, and what your boundaries are.
- ◆ **Check out inconsistent messages.** Sometimes we misinterpret other's behavior because their personality or culture is different from ours.
- ◆ **Rely on others to help you.** Success depends on trusting other people to help you. Blending the best talents and abilities on a team ends with success for everyone. □

Thoughts On Trust

By Cathy Perme

Did you know that “trust,” “true,” and “tree” all have the same root? The word was brought into Old English from a Nordic word meaning “hard wood.” So “trust” was meant to be strong, durable, and real. Like a tree, it may take a long time to grow and can easily be cut down. Webster’s definition of trust is “assured reliance on the character, ability, strength, or truth of someone or something.”

Character: When we trust someone’s character, we trust that they will act responsibly and beyond their own interests. We trust that they care about us and will consider us when making decisions that affect us.

Ability: When we trust someone’s ability, we trust that they are skilled and competent to successfully accomplish the task at hand.

Strength: When we trust someone’s strength, we trust that they will make commitments, follow through, and have the courage to support us.

Truth: When we trust someone’s truth, we trust that the information they provide is complete and accurate, and that they clearly represent their own feelings, motivations, and interpretations.

What does it mean to trust yourself?

Trusting yourself means becoming aware of your own values and motivations, and being honest with yourself about your feelings and conflicts. This helps sort out the multitude of issues that bombard us on a daily basis. We can then recognize those issues that we need to act on and those we do not.

Trusting yourself also means relying on your senses, your intelligence, your experience, and your knowledge to provide the information you need to make the right decisions.

What does it mean to trust others?

When we first start working with someone, we do not really have enough information to trust them. Trust builds as we experience the relationship.

At first, trusting others means going beyond our personal fears, communicating what we want, and asking for clarification if something is different from what we expected.

As we gain experience, trusting others means acknowledging what we do trust about them and what we do not. For example, I might trust the character, strength and truth of an associate but not his or her ability in a particular area. Or I might trust that person’s character and ability but not their follow-through. In communicating just what we do and do not trust, we have an opportunity to work together to repair trust, to build on each other’s strengths, and to grow the relationship. □