



## ***Establishing a TRUST Relationship***

**Trust** –We *learn* to trust one another. Trust has three parts:

**Credibility** - That means we behave in a credible manner. We follow through! We do what we say we'll do. We pick up and initiate. Without credibility, trust deteriorates.

**Capacity** – We exercise the capacity within each of us to take risks, connect and rely on one another in spite of past negative experiences within other contexts and with other players. We do not bring our old baggage to this relationship. We take people at face value and avoid suspicion. Trust is not all about what the other person does to earn your respect. It is also about what you do to create a place where trust can grow. When someone does not exercise this capacity trust cannot be formed or sustained.

**Face** – When we trust someone we put on a united front and work as a team. When problems occur we remember that we are community. Not that we will always agree because we most likely will not. But we can decide to reach a consensus about what we can live with and share that in positive ways that do not undermine our partners by subtle means in weak moments. Without face, trust is not visible to others.

### **The Building Blocks of Trust:**

**Good Communication** – Let's make a decision to speak *to* and not *about* one another. This can become the touchstone of your work relationships.

**Get back on track** - If our comments are **too strong for our sensitivities** make it a priority to pick up the phone or bring up concerns in a respectful and sensitive way. **How do you want to handle this matter?**

**Discover Red Flag Words.** For example, the word *professional* has strong meaning that may be different for each of us. As we learn these words, we can avoid statements likely to be misconstrued or hurtful.

**Take the Time to Learn From Each Other** – Get to know other people and share and discover individual and collective strengths and weaknesses. What are your pet peeves in this kind of work? What are you good at? How can we lean on one another? Recognize that we are only human and will not be perfect.

**Be willing to reframe.** When someone says or does this it usually means that. Be willing to say to She is being “pushy” to she really “cares about this issue” and then confirm.

**Learn about hidden agendas.** We all have them but trust forms when we get beyond the surface and learn why they are important to each person. Discover priorities are and learn how to support one another in a way that does not undermine what we need to do on THIS job, committee, activity or network.

**Use humor, wit and appreciation** for the time demands and travel schedules that challenge our collaboration efforts. Give ourselves permission to enjoy the journey as much as the results.