

St. Paul's Vestry, October 14, 2021

Trust Development

What is Trust?

"Trust is a dynamic, interpersonal link between people....

Trust is defined as an expectation or belief that one can rely on another person's actions and words and that the person has good intentions to carry out their promises."

Who is involved?

Because trust is a relational concept that occurs between people, both leaders and followers play an important role in creating and sustaining, destroying and rebuilding trusting relationships.

Core Foundations of Trust

- **Competence or ability** – involves perceptions that the other party has the knowledge and skills needed to do a job along with the interpersonal skills and general wisdom needed to be successful
- **Character:**
 - **Benevolence:** the extent to which a trustee is believed to want to do good for the trustor.
 - **Integrity:** the degree to which a trustee is believed to follow sound ethical principles.

Barriers to building a Culture of Trust

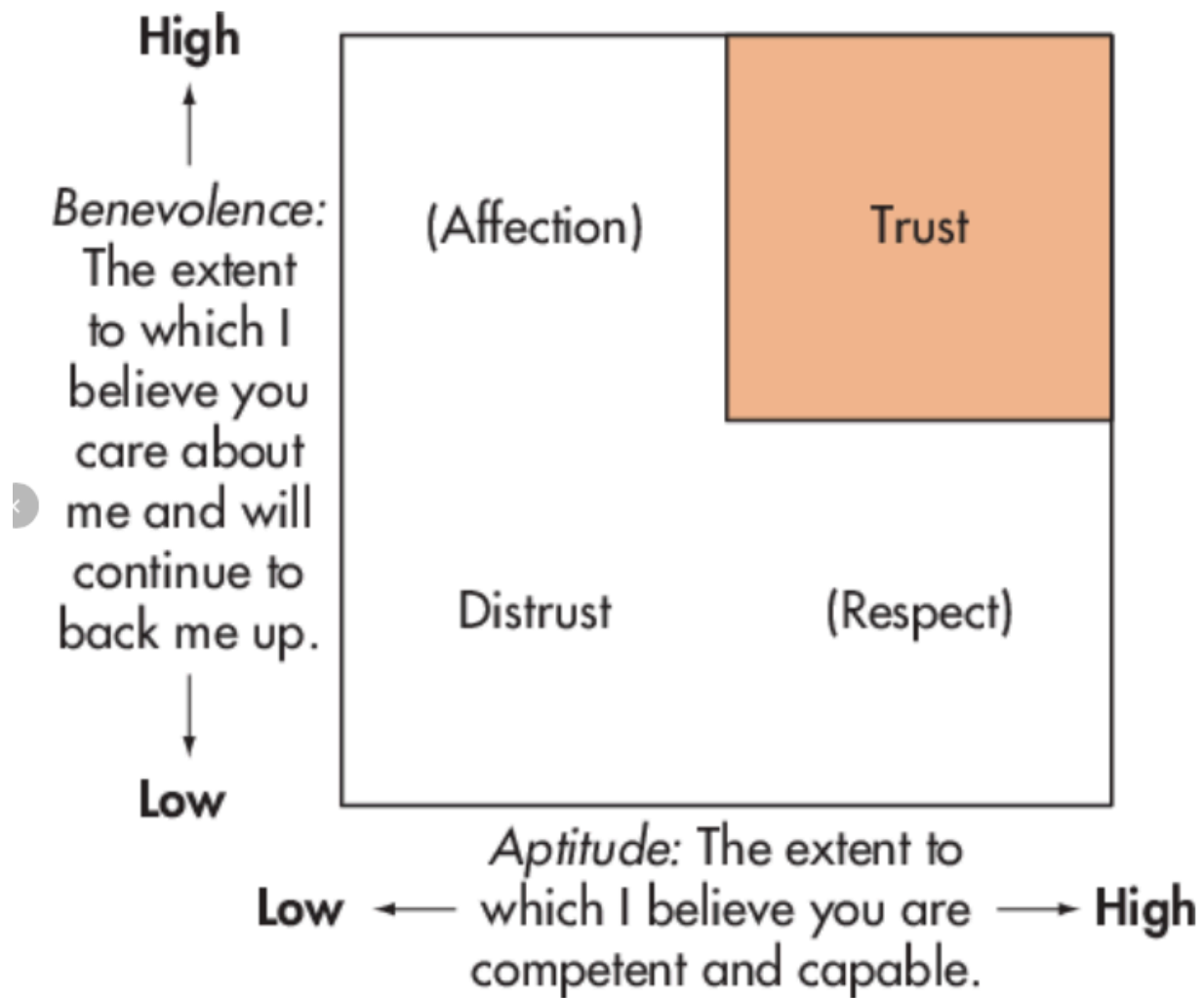
- Individuals:
 - with personal agendas and needs for promotion, power, and recognition that do not align with the organization's goals.
 - who intentionally clutter communication channels
- Organizations with inflexible or inconsistent organizational policies and standards

What leaders can do to help build trust

"A leader who can inspire trust is invaluable for bringing together individuals and holding them together until trust can form."

John Gardner

Trust Model



Trust, Respect, and Affection

Creating Boundaries and Inviting a different relationship

When you ____, I feel ____.