

# Tips on Building Trust

As copied from the internet

## 12 Ways Managers Can Establish Trust With Employees

If an employee doesn't trust their manager, the company suffers. Smart leaders know that engaged workers bring creativity and passion to their work, which means more minds seeking more solutions to problems or streamlining processes.

### 1. Employee Trust Must Be Earned

There are many things that managers can do to establish trust with their employees, which include being open and honest about changes that will impact them; effectively communicating by talking to them, not at them; having an open-door policy, and then following up; and being willing to pitch in to help. Sometimes the smallest gesture of kindness goes a long way, such as taking them to lunch.

### 2. Tell Them Your Name, Not Your Title

Depending on the industry, and probably company, you may be compared or labeled as a "manager." Let your people know that you are a person first and a manager second. Act accordingly. Focus on the human being that is in front of you, get to know them and look for opportunities to say "yes" to them more often.

### 3. Ask Your Employees What's Most Important To Them

In all of the years that I have coached leaders, I have found that the most overlooked strategy for building trusting relationships is the most simple. Ask! Inquire what is most important to your employees for building trust, ask how they prefer to be recognized, find out how they like to receive feedback and prefer to communicate. Acknowledging and acting upon their preferences will build trust.

### 4. Listen Effectively

Managers establish trust by asking effective questions, then by actually listening to employees' answers. The technique of "drilling" down with questions can take a surface-level conversation to a meaningful dialogue. Following up with action in a manner that supports employees' ideas and concerns reinforces that the manager listened.

### 5. Save Surprises For Birthdays

Employees typically do not like surprise reviews, news or anything serious in nature from managers. Managers can build trust with employees with regular communication, scheduled updates regarding work performance, and by being transparent about the health of the organization. When an employee knows they can rely on their manager for the truth, it can be motivating and help build trust.

## **6. Offer Your Own Trust First**

As Ernest Hemingway said, "The best way to find out if you can trust somebody is to trust them." If you want your employees to trust you, try trusting them first. Give them a task, even an easy one, and let them complete it on their own. This simple gesture will go a very long way. If your employees believe you will have their back, they will run through walls for you.

## **7. Be Respectful To Each Other**

The simplest path to increased trust is respect. It's respectful recognition of accomplishments and transparency around failure. It's connection between leaders and teams. It doesn't cost anything to buy — but each side needs to make time for it. Practicing daily respect habits like "listen and care, make eye contact, and acknowledge your flaws" will drive engagement, and ultimately performance.

## **8. Show Them You Aren't Afraid Of Failure**

Every employee is a threat to an insecure leader. Any mistake or struggle in performance will make the leader look bad, so every employee is seen as a threat. This drives selfish, bad behavior and creates an unsafe place for the team. Trust only happens in a fear-free environment. Every leader needs to work on their own fear issues, so they can focus on building the team instead of their ego.

## **9. Lead With Integrity**

You can demonstrate you are trustworthy as a leader by keeping your word with your employees. Let them see your integrity. Say what you'll do, and then do what you say. Show them you are leading in alignment with the values of the organization. Reward others who act with integrity. Give trust and ask for their trust in return. Be trustworthy and honorable, and communicate that you expect the same.

## **10. Let Them Manage Some Tasks**

Offer freedom by no longer micromanaging them. Provide the opportunity to manage their own activities. Allow them to lead the end of month performance review sessions, and ask them to evaluate themselves and modify their KPIs. This behavior creates leaders within your organization organically and develops a sense of personal accountability, which results in a relationship of trust.

## **11. Build People Up In Any Situation**

Your team members' personal lives matter, and bad times at home can often affect performance at work. Effective managers prioritize taking a genuine interest in their employees and providing support during rough patches. In the same way, when times are good, managers should celebrate victories with the whole team. Build people up in any situation and you'll foster a deep level of trust.

## **12. Don't Have All The Answers, Even If You Do**

Whom do you trust? Typically, it's someone who allows you to be you and who encourages you to continuously grow, learn — usually by making mistakes — and develop. So be inquisitive and ask lots and lots of questions rather than supplying answers, even — especially — when you *know* the answer. For a great articulation of the power of this approach, read L. David Marquet's **Turn the Ship Around**.

## How to Build a Trusting Counselor Patient Relationship

The fundamental goal of counseling is to help individuals who are experiencing personal challenges be able to resolve them and improve their emotional well-being. Establishing an open and trustworthy relationship with your patients creates the foundation for how they'll most effectively reach their goals, and it's also a significant measure of your therapy's success.

Building genuine connections from a trusting counselor patient relationship is possible when these factors exist:

**You're empathetic.** People who choose counseling as a career path are usually empathetic by nature. It's widely said that empathy is the key emotion one must possess to make a good counselor. An abundance of sensitive emotions will be brought forward during the counseling process, and it's the counselor's job to help their clients feel understood and respected. But an effective relationship also involves a reasonable balance of emotions. You must be compassionate, but not show pity for your clients. You must express understanding, but not in the sense that you agree with irrational behaviors or thoughts.

**The focus is on the patient.** Counseling requires a great deal of listening—it's how therapy works: they talk, you listen. It's your job to stay focused and give each patient the full attention they need, and you need, in order to gain insight to make an accurate assessment, and ultimately develop a suitable therapy plan.

**Objectives are set.** After you've listened to your client share their story, and taken good notes, the next step is to establish clear objectives, based on the specific issues and needs of your client. By communicating a defined set of objectives, with milestones along the way, you're helping your client feel hopeful their issues can come to resolution.

**You practice unconditional positive regard in your therapy.** It's a notion that allows your patients to open up and be forthcoming in their feelings, and honest about actions that may have called them to seek counseling. If your patient feels you are judging them in a negative manner based on what they have shared and revealed, the opposite effect will ensue.

**You're prepared.** A good counselor will prepare for each session by reviewing notes from previous sessions and developing a strategy, based on research and proven counseling practices, for each patient's goals. Good counselors also know that continued education and research play a significant role in developing their knowledge, and that's what makes good counselors great ones.

**You're patient and flexible.** In reality, the client sets the pace in how they accept and apply the counseling they are receiving. This requires patience and flexibility. Goals may be tied to a timeline, but depending on how slowly (or quickly) a client progresses, you may choose to modify a given therapy and change course.

**There's no coddling.** Your job is to help your client overcome and manage their troubles and anxieties, but coddling your client only slows down the process. Progress will come at a pace your client is comfortable with, and sometimes it won't come without a little push. Each session should end with a takeaway—an "assignment" for your client to put to work in their life as a step closer toward their goal.

**Your relationship is professional.** Simply stated: you are the teacher, your patient is the student. Effective counselors establish a clear boundary between being friendly in nature, and having a “friendship.” Crossing that boundary can have serious implications on a therapy’s effectiveness, and in some cases can result in an ethics complaint against your license.

**You’re unbiased.** Effective counselors don’t use their personal beliefs or preferences to sway their approach to counseling—and they’re sensitive to each client’s lifestyle, culture or religious choices, as well. A good counselor will look for ways to integrate a client’s beliefs into an effective care plan, if and when it makes sense.

**Confidentiality is indisputable.** A counselor always, always maintains confidentiality—of every patient. While using one client’s scenario—perhaps to illustrate the success of a therapy being recommended—in another client’s therapy is acceptable, names and specifics of a client should never be given.

## 11 WAYS TO BUILD TRUST

Trust is one of the essential ingredients to build a great relationship, winning team and culture of greatness. Without trust you can't have engaged relationships and without engaged relationships you won't be a successful leader, manager, sales person, team member, principal, teacher, nurse, coach, etc.

In this spirit I wanted to share some thoughts about how we can build the trust that is essential for great relationships. Many of the suggestions you already know. Many ideas I share are common sense. However, I've found that so often amidst the chaos of life and work we forget the simple and powerful truths that matter most. So here are 11 thoughts about trust. Feel free to share these simple reminders with your leaders, colleagues and team.

1. Say what you are going to do and then do what you say!
2. Communicate, communicate, communicate. Frequent, honest communication builds trust. Poor communication is one of the key reasons marriages and work relationships fall apart.
3. Trust is built one day, one interaction at a time, and yet it can be lost in a moment because of one poor decision. Make the right decision.
4. Value long term relationships more than short term success.
5. Sell without selling out. Focus more on your core principles and customer loyalty than short term commissions and profits.
6. Trust generates commitment; commitment fosters teamwork; and teamwork delivers results. When people trust their team members they not only work harder, but they work harder for the good of the team.
7. Be honest! My mother always told me to tell the truth. She would say, "If you lie to me then we can't be a strong family. So don't ever lie to me even if the news isn't good."
8. Become a coach. Coach your customers. Coach your team at work. Guide people, help them be better and you will earn their trust.
9. Show people you care about them. When people know you care about their interests as much as your own they will trust you. If they know you are out for yourself, their internal alarm sounds and they will say to themselves "watch out for that person."
10. Always do the right thing. We trust those who live, walk and work with integrity.
11. When you don't do the right thing, admit it. Be transparent, authentic and willing to share your mistakes and faults. When you are vulnerable and have nothing to hide you radiate trust.

## **25 ways to build trust**

### **We're in this together**

1. Share all the information. Good or bad. As soon as you can.
2. Aim for win-win, not win-lose.
3. Give credit freely and publicly.
4. Reveal something personal.
5. Be accountable for yourself.
6. Find a common cause (but not a common enemy).

### **It's safe to speak up**

7. Give your opinion, even when it's not popular.
8. Be collaborative (not competitive).
9. Let others help or take over things.
10. Avoid nitpicking.

### **It's safe to be human**

11. Admit you don't know something or made a mistake.
12. Listen with understanding and without judgment.
13. Avoid showing off.
14. Avoid exaggeration.
15. Tell the truth.

### **You don't have to read between the lines**

16. Say what you mean in a clear, straightforward manner.
17. Be consistent.
18. Stay calm.
19. Don't talk ill of others.

### **You matter**

20. Ask open-ended questions.
21. Remember special occasions.
22. Stay open to new ideas.
23. Factor all those concerned into decisions.
24. Show up on time.
25. Respond — and do it in a timely manner.