

# BUILDING TRUST

Trust is a crucial element to effective leadership. This tool will help you uncover ways to build trust in leadership.





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Building trust requires that we consistently behave in a trustworthy manner and to build trusting relationships. Using this tool to assess both of these areas of trust.

## INSTRUCTIONS

1. Reflect on the statements below and think about your interactions, attitudes and behaviours honestly, identify 'Do I do this most of the time?' with a ✓ or ✗

- Consistently do what you say you are going to do
- Take genuine interest in people's lives - inside and outside of work
- Be professional, ethical, confidential, honest and fair at all times
- Give regular, timely, authentic feedback
- Communicate – when in doubt, over-communicate
- Listen more than you talk
- Ensure your goals are aligned with your organisation's desired culture
- Invest in and nurture your most valuable asset - your people
- Be consistently and actively transparent
- Admit mistakes and work to rectify them
- Refrain from, and discourage, gossip
- Openly recognise others' contributions
- Listen to and act on feedback
- Manage expectations appropriately

## MY COMMITMENT

Choose one or two things you'd like to focus on doing consistently to maintain or improve your trustworthiness. Set a clear action so you can measure progress overtime:



+ 15 min



1+

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**Trusting relationships allow for speed and performance in critical leadership moments. High trust relationships require work to build and maintain. Use the below to create a trust map for your key relationships.**

1. Use the below to create a trust map for your key relationships. Identify 2-3 people you need to have a high trust relationship with to achieve your goals in the most effective way and complete the below map.

Name:			
On a scale of 1-5 how would you rate the current level of trust in this relationship? Why?			
What would improve trust in the relationship?			
What will you need to do, or not do in order to improve trust?			
What do you need to ask of them? a genuine request for a tangible action or behaviour that would improve the relationship			