

“Building Trust”

Have you ever thought about what it would be like in an organization or life that lacked trust and respect? Let’s imagine:

Everything would have to be locked all the time.

No one would listen to anyone else.

Conflict could never be resolved.

You would never have surgery.

Change would be a nightmare.

The world would be full of lawyers.

Policing would be where most time was spent.

There would be little ability to influence.

People would be suspicious and unreceptive to ideas, proposals, and goals.

All decisions would have to be made in a vacuum

You could depend on no one for help

And on and on. Trust is the reciprocal faith in the intentions and behaviors of others.

Without it life would be a nightmare. Have you ever worked for a person you didn’t trust?

Do you remember how stressful it was to monitor everything you said and did? How you were never sure how or if your ideas would be received?

On the other hand, what a delightful existence it is when trust is present. I have worked for clients without a contract because trust was present. I let people work in my house when I am absent when trust was present. I let vendors and contractors make strategic decisions for my business because trust was present. I have delegated major responsibilities with phenomenal results because trust was present. Trust is hard to

describe however we know when it is present and we know when it is not. Trust comes from character not a technique. You must be authentic, a person of integrity. That is, what you say lines up with what you do, lines up with what you feel, lines up with your vision of whatever you are doing. You must honor your commitments and promises and be ethical in all your relationships. Trust is that essential building block of positive, effective relationships and that really is what life personally and organizationally is all about.

Trust is interpersonal however begins at an individual level when we are trustworthy. When we commit to: not gossiping, acting sincerely, keeping promises, talking positively about others, being reliable, being dependable, and speaking the truth. How do you rank in the above behaviors?

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