

MINNESOTA STATE
UNIVERSITY
M A N K A T O



The Speed of Trust

The One Thing That Changes Everything

Professional Development Day

Wednesday, January 6, 2010

DeeAnn Snaza, Interim Director of Human Resources

Source: Covey, Stephen M.R. (2006) *The Speed of Trust*. New York: Simon and Schuster

Objectives

- ◆ Describe High Trust
- ◆ Describe Low Trust
- ◆ Crisis of Trust
- ◆ The Economics of Trust
- ◆ How Do You Build Trust
- ◆ Professional Relationship Chart
- ◆ My Action Plan





 MINNESOTA STATE UNIVERSITY MANKATO



 MINNESOTA STATE UNIVERSITY MANKATO



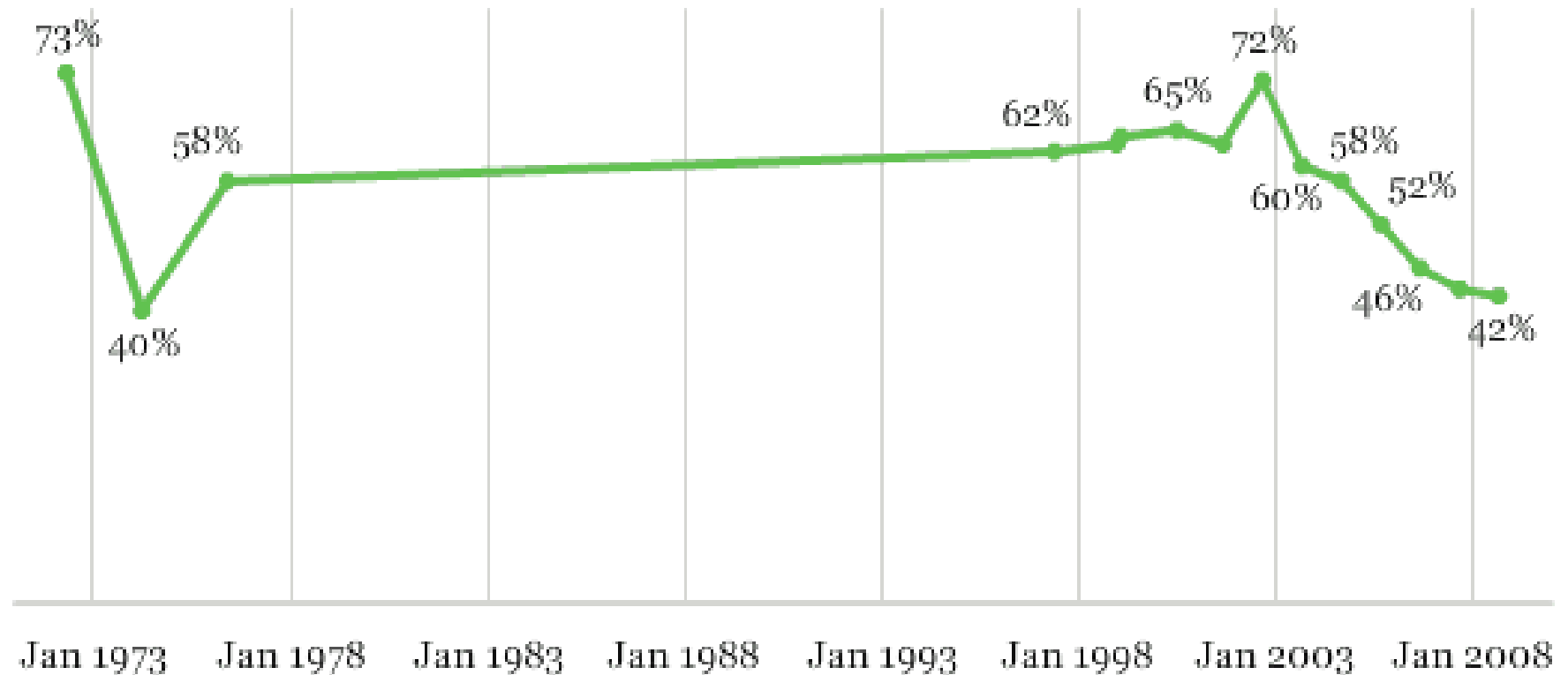
 MINNESOTA STATE UNIVERSITY MANKATO



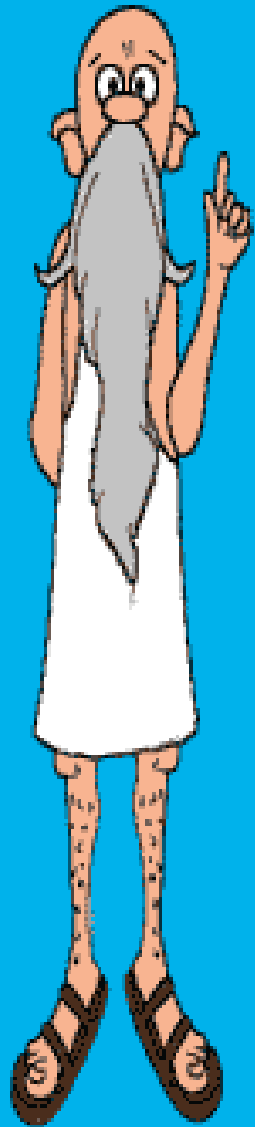
 MINNESOTA STATE UNIVERSITY MANKATO

Amount of Trust and Confidence in the Executive Branch Headed by the President

■ Great deal/Fair amount



GALLUP POLL



Trust!

"It takes years to build trust,
and a few seconds
to destroy it"

©www.megreetings.com

High Trust

Think of a person at work with whom you have a high trust relationship:

- What is it like to work with this person?
- How long does it take to get things done?
- What is communication like?
- What kinds of results are you able to achieve?



Low Trust

Think of a person at work with whom you have a low trust relationship

- What is it like to work with this person?
- How long does it take to get things done?
- What is communication like?
- What kind of results are you able to achieve?



Two large, yellow, wavy shapes that resemble flames or stylized waves, positioned on the left side of the slide. They are layered, with the top one slightly behind the bottom one.

The One Thing....

....is trust.



MINNESOTA STATE UNIVERSITY MANKATO

Trust Issues Affect Everyone

- ◆ *I work in an organization that's bogged down with bureaucracy. It takes forever to get anything done. I have to get authorization to buy a pencil.*
- ◆ *The older my children get, the less they listen to me. What can I do?*
- ◆ *My boss micromanages me and everyone else at work. He treats us all like we can't be trusted.*
- ◆ *I have to walk on eggshells at work. If I say what I really think I'll get fired....or at least made irrelevant.*
- ◆ *With all the scandals, corruption, and ethical violations in our society today, I feel like someone has pulled the rug out from under me. I don't know what---or who---to trust anymore.*

Covey, page 4



MINNESOTA STATE UNIVERSITY MANKATO

Crisis of Trust

- ❖ **51% of employees have trust and confidence in senior management**
- ❖ **36% of employees believe their leaders act with honesty and integrity**
- ❖ **In the last 12 months, 76% of employees have observed illegal or unethical conduct on the job**

Crisis of Trust

Students who admitted cheating to get into graduate school:

- Liberal arts students – 43%
- Education students – 52%
- Medical students – 63%
- Law students – 63%
- Business students – 75%

The Economics of Trust

↓ Trust = ↓ Speed ↑ Cost

↑ Trust = ↑ Speed ↓ Cost

Two large, overlapping, yellow curved shapes that resemble stylized flames or abstract brushstrokes, positioned behind the main text.

How Do You Build Trust?

13 Behaviors

Character:

1. Talk Straight
2. Demonstrate Respect
3. Create Transparency
4. Right Wrongs
5. Show Loyalty



13 Behaviors

Competence:

6. Deliver Results
7. Get Better
8. Confront Reality
9. Clarify Expectations
10. Practice Accountability



13 Behaviors

BOTH – Character & Competence:

11. Listen First

12. Keep Commitments

13. Extend Trust

For more feedback see: www.whotrustersyou.com



MINNESOTA STATE UNIVERSITY MANKATO

TRUST....

Teamwork...

Working together...

Faith in others/self...

Communication...

Goals...

Expectations / Outcome...

Listening...

Respect differences...



Professional Relationship Chart

Identify a professional relationship you would like to improve.

- What tells you there's a need to increase trust?
- Which 2-3 behaviors will help most in this relationship?



My Action Plan

To build trust, I will...

In the next day....

In the next week...

In the next month...

“The ability to establish, grow, extend, and restore trust with all stakeholders—customers, suppliers, investors, and coworkers—is the key leadership competency of the new, global economy.”

- Stephen M.R. Covey

For more information on The Speed of Trust, see: www.coveylink.com