The Speed of Trust

The One Thing That Changes Everything

Professional Development Day
Wednesday, January 6, 2010

DeeAnn Snaza, Interim Director of Human Resources

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

- Great deal/Fair amount

73% 58% 40% 62% 65% 72% 60% 58% 52% 46% 42%


GALLUP POLL

MINNESOTA STATE UNIVERSITY MANKATO
Trust!

"It takes years to build trust, and a few seconds to destroy it"
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?
The One Thing....

....is trust.
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
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
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.whotrustsyou.com
TRUST....

Teamwork...
Working together...
Faith in others/self...
Communication...
Goals...
Expectations / Outcome...
Listening...
Respect differences...
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