Job Aid

Demonstrating Trust

Purpose: *Use this job aid to help you recognize the different trust factors at play in the workplace and to adopt behavior that demonstrates your trustworthiness to others.*

Are you a trustworthy person? Do others confide in you, give you responsibility for tasks, or count on you to make the right decision? It can be difficult to build trust with others in the workplace, and unfortunately it can be so easily lost. That's why it's important to first recognize what the various trust factors are and then take advantage of opportunities to use them to display your trustworthiness.

Trust factors

Truthful: Don't just express what you think is correct and accurate – also check to make sure that what you're stating is not an assumption.

Honest: Be guided by your integrity, values and ethics. "Take the high road" when faced with an ethical dilemma, and make the right decision even if that decision might leave you at a disadvantage.

Accountable: Keep your promises, own up to mistakes, don't make excuses, and go out of your way to make amends if you slip up.

Respectful: Make people comfortable so they can share confidences – and honor those confidences; be sensitive and empathetic to individuals, and understand and accept other people's points of view.

Authentic: Be transparent, genuine, and true to yourself; don't be afraid to show vulnerability, and, when appropriate, confide in others if you are feeling strong emotions.

Competent: Use your skills, knowledge or attitude to prove your expertise in a certain field; consistently demonstrate your ability to get the job done right – without being boastful or arrogant about it.

Opportunities for demonstrating trustworthiness

Taking on an action or project: Taking the initiative to sign up for a work effort gives you the chance to show off your competency and reliability.

Listening and conversing: By engaging with colleagues and understanding their points of view you can demonstrate that you're respectful and authentic.

Trying to solve a problem: By showing that you have something new to bring to the table, are willing to help, and that you might have much needed skills, are all good ways to display your truthfulness, honesty and competence.

Asking for help: When you do this, you demonstrate your truthfulness and authenticity. You know what you know and what you don't know, and you are not afraid of appearing vulnerable.

Sharing resources: When you openly share resources, you demonstrate authenticity and honesty – you recognize that it's the right thing to do to help your co-workers. You also give trust that others will not misuse those resources.

Admitting mistakes: We all make them, and when you admit to an error, you express what is true, honest, accountable, and authentic. It shows that you are willing to reveal that you are human, and opens the door to others doing the same.

Course: The Building Blocks of Building Trust
Topic: Demonstrating Trust