

TEACH AND BE TAUGHT: THE CAPACITY TO TRUST

Part One

What and how we trust during interpersonal transactions will influence our capacity to trust. What you focus on first when interacting with others also impacts your capacity to trust. The Reina's, authors of *Trust and Betrayal in the Workplace*, present three kinds of “trust focus”—or *trust radar*—that impact interactions.

Directions

Review the three *Capacity to Trust* categories in the chart below. In the second column, put a **(+)** next to the characteristics that you do well to establish trust. In the third column, put a **(+)** next to the characteristics that you expect or need from others to establish trust. Add up the **(+)**s in both columns.

	What I do well to establish trust	What I expect from others to establish trust
Contractual Trust (<i>trust of character</i>) occurs when a relationship starts or develops by:		
Managing expectations		
Establishing boundaries		
Delegating appropriately		
Encouraging mutually serving intentions		
Keeping agreements		
Being consistent		
Communications Trust (<i>trust of disclosure</i>) occurs when one does not hesitate to share information by:		
Telling the truth		
Admitting mistakes		
Giving/receiving feedback		
Maintaining confidentiality		
Speaking with good purpose		

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	What I do well to establish trust	What I expect from others to establish trust
Competence Trust (<i>trust of capability</i>) occurs when each person acknowledges and appreciates talents by:		
Allowing people to make decisions		
Involving others and seeking input		
Helping people learn new skills		
Total		

Based on the model of Drs. Michelle and Dennis Reina, authors of *Trust and Betrayal in the Workplace*.

Part One Reflect and Learn:

How do you demonstrate trust?

Which trust category do you demonstrate most often to develop a reciprocal relationship?

Provide an example of when you demonstrated this *trust behavior* and how the relationship was enriched.

In which trust category do you need to develop more *trust behavior* to have reciprocal relationships?

Provide an example of when a lack of this *trust behavior* caused harm to a relationship.

What do you want from others to demonstrate trust?

Which trust category do you need most from others to build a relationship of trust?

Provide a behavioral example of when another person demonstrated a “needed” *trust behavior* and how your relationship was enriched.

Which trust category is not needed as much from another person for you to build a trusting relationship?

Provide an example of when this *trust behavior* was lacking, and your relationship was not harmed.

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Part Two Questions to ask and answer to sustain reciprocal relationships built on trust:

Image	Do I look, sound and act like you want or need?
Expertise	Do I have the expertise that you want or need?
Commitment	Do I demonstrate unconditional commitment to our relationship?
Vulnerability	Do I believe that we can be vulnerable to take risks and grow through our relationship?
Emotional Connection	Do we create and store shared emotional experiences that bring out each other's personal best?