

# LEADERSHIP ESSENTIALS: BUILDING TRUST

## 7 KEYS TO WORKPLACE TRUST

### 1. **Sensitivity** - Respect each individual.

Leaders: Create open dialogue, offer training, ensure fairness, recognize diversity, and offer various forms of support.

*"Trust is a beacon that leads us toward a brighter future in the professional sphere"*

### 2. **Transparency** - Reduce ambiguity by providing clear, honest, and timely information enabling employees to make good decisions, foster accountability, and strengthen workplace relationships.

Leaders: Create clear policies and procedures, open communication, fair and transparent performance evaluations, safe space for conflict resolution, handle sensitive information responsibly, and foster a culture of employee recognition.

*"Trust isn't a one-time event; it's a workplace lifestyle that will take a commitment each and every day you step into the office."*

### 3. **Security** - Types of security: physical (physical and workplace safety), emotional (fostering a supportive, harmonious, and respectful work environment), and intellectual (the celebration and cultivation of an employee's voice, innovation, and talent development).

Leaders: Create a communication plan for when crises occur, do regular security audits, foster inclusion and belonging, train employees on conflict resolution, prioritize employee well-being, take necessary steps to rectify mistakes, provide open communication, and foster employee development.

*"Trust isn't just the cherry on top; it's the whole sundae."*

### 4. **Demonstration** - Act in accordance with the values that the company has established. Demonstrate to employees that you mean what you say! Leaders: Delegate equitably, listen well, recognize and reward employees, be a coach, and admit when they get things wrong.

*"Building trust isn't a sprint; it's a marathon."*

### The Benefits of Trust

- Reduced Stress
- Higher Productivity
- Fewer Sick Days
- More Engagement
- More Satisfaction
- More Innovation
- Less Burnout
- Reduced Turnover

### 3 Crucial Actions for Leaders:

- Acknowledge Our Own Mistakes
- Lead by Example
- Encourage different viewpoints

### With New Employees:

- Provide consistent check-ins
- Give clear role expectations
- Allow them to give feedback
- Clearly demonstrate the company's values
- Be honest and truthful

5. **Feedback** - Emphasize a communication approach that welcomes active listening, reciprocated respect, and a consistent mechanism for revisiting past discussions or actions. Don't make employees guess where they stand - offer clarity!

Leaders: Create a place where feedback can be given and received, understood, and acted upon.

*"There is no personal or professional success without trust in ourselves and others."*

6. **Acknowledgment** - Recognize hard work, cheer for every achievement, and ensure that everyone receives the recognition they rightfully deserve.

Leaders - Be public about praise, offer one-on-one recognition, grant awards, give professional development opportunities, celebrate milestones, encourage peer acknowledgment.

*"The best way to find out if you can trust somebody is to trust them."*

7. **Follow-Through** - Being truthful and consistent in words and actions.

Leaders: Do what you say you will do! Speak truthfully and honestly, make promises that can be kept.

*"In addition, every day should include humility, charity, gratitude, temperance, patience, and diligence to make the workplace better than we found it."*