

REBUILDING TRUST IN TEAMS®

THE KEY TO SUSTAINABILITY

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Reina

A TRUST BUILDING® CONSULTANCY

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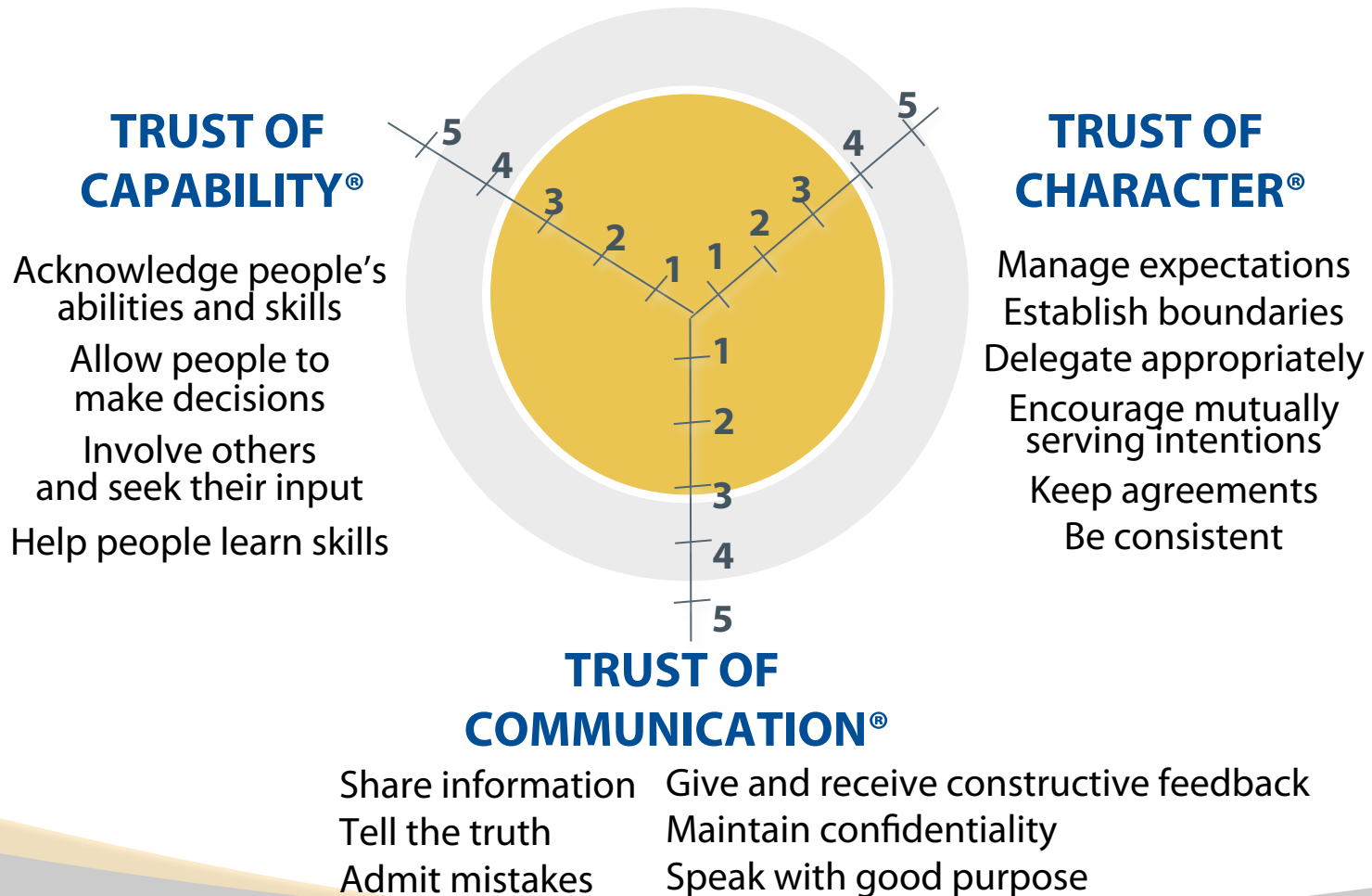
***WHY IS REBUILDING TRUST
IMPORTANT TO YOU?***

DIMENSIONS OF TRUST: THE THREE Cs[®]



TRUST ASSESSMENT:

Where are you more likely to build trust or break trust?



TEAMS: TOP 5 TRUST BUILDING STRENGTHS

1. **Capable** of performing job responsibilities
2. **Committed** to doing a good job
3. **Dependable**; you can count on them to follow through
4. **Do not deceive** one another for personal gain
5. **Do not intentionally sabotage** others to “get even” for perceived wrongs

Source: Reina Team Trust Scale® Global Normative Database

TOP 5 AREAS - TEAMS STRUGGLE THE MOST

- 1. Addressing breaches** of trust **directly** with the individual(s) involved
- 2. Speaking directly** to a person with whom they have a concern or issue
- 3. Avoiding gossip** or participating in unfair criticism about other people
- 4. Giving constructive feedback** in ways that are timely and helpful
- 5. Getting defensive** when receiving feedback

Source: Reina Team Trust Scale® Global Normative Database

*What behaviors have you experienced
break trust?*



BREACH OF TRUST



MINOR
(EXAMPLES)

MAJOR
(EXAMPLES)

| UNINTENTIONAL | INTENTIONAL | UNINTENTIONAL | INTENTIONAL |
|-----------------------------------|-------------------------------------|-------------------------------------|------------------------------------|
| Repeatedly arriving late for work | Gossiping, backbiting | Restructuring resulting in layoffs | Disclosing proprietary information |
| Not keeping agreements | Accepting credit for another's work | Delegating without giving authority | Sabotaging data systems |

ACCORDING TO OUR RESEARCH:

**90% of the time people
compromise trust,
they aren't even aware
they've done so.**

WHEN TRUST IS BROKEN...

YOU HAVE A CHOICE!

**Abdicate
Responsibility**
VICTIM

**Take
Responsibility**
HEALING



SEVEN STEPS FOR HEALING™ TO REBUILD TRUST



TRUST

begins with

YOU



THANK YOU

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