REBUILDING TRUST IN TEAMS® THE KEY TO SUSTAINABILITY

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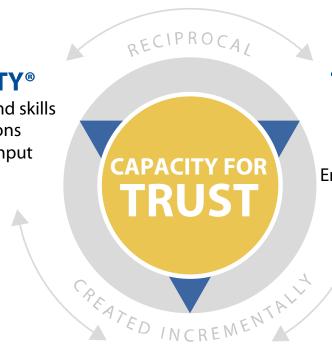




DIMENSIONS OF TRUST: THE THREE Cs®

TRUST OF CAPABILITY®

Acknowledge people's abilities and skills
Allow people to make decisions
Involve others and seek their input
Help people learn skills



TRUST OF CHARACTER®

Manage expectations
Establish boundaries
Delegate appropriately
Encourage mutually serving intentions
Keep agreements
Be consistent

TRUST OF COMMUNICATION®

Share information
Tell the truth
Admit mistakes
Give and receive constructive feedback
Maintain confidentiality
Speak with good purpose



TRUST ASSESSMENT:

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

TRUST OF CAPABILITY® Acknowledge people's abilities and skills Allow people to make decisions Involve others and seek their input Help people learn skills **TRUST OF**

TRUST OF **CHARACTER®**

Manage expectations Establish boundaries Delegate appropriately Encourage mutually serving intentions Keep agreements Be consistent

COMMUNICATION®

Tell the truth Admit mistakes

Share information Give and receive constructive feedback Maintain confidentiality Speak with good purpose



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



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 behavors have you experience break trust?





BREACH OF TRUST

THE BETRAYAL CONTINUUM

MINOR

(EXAMPLES)

MAJOR

(EXAMPLES)

UNINTENTIONAL

Repeatedly arriving late for work

Not keeping agreements

INTENTIONAL

Gossiping, backbiting

Accepting credit for another's work

UNINTENTIONAL

Restructuring resulting in layoffs

Delegating without giving authority

INTENTIONAL

Disclosing proprietary information

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





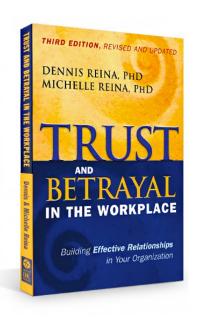
TRUST

begins with



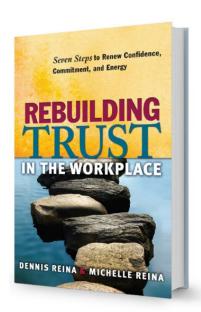


THANK YOU



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