

## Talking about Trust – Getting it right

Don't attempt to build trust on your own when you're facing:  
high conflict, toxic relationships, a dysfunctional team, or old patterns of argumentative behaviour

Instead, do bring in an experienced facilitator who can take a neutral role in resolving conflicts and paving the way to rebuild trust, or, someone to act as a third party presence to neutralise tensions and so create new patterns of behaviour between you based on informed choice.

Do: Select the right person to start the Trust Process with from your Trust Map, someone you believe will co-operate towards successful outcomes.

Don't: Set yourself up to fail *first time* by trying to change a long standing, difficult relationship.

Do: Get the timing right.  
Take energy and feelings into account, not just diaries.

Don't: Procrastinate!

Do: Prepare yourself  
Remember your rights and responsibilities in your professional role together.  
Be true to yourself in your awareness and your actions.

Don't: Self sabotage  
How might you get in the way?

Do: Prepare for the discussion  
Make it real – use real situations, real consequences, real feelings.

Don't: Just turn up without having considered what can be improved.

Do: Agree the purpose and the benefits  
Why you're prioritising trust and how it will make a difference to you both at work.

Don't: Be rigid in outlook or doubting.

Do: Take turns  
To say the situation as you see it  
To listen to the other person's perspective.

Don't: Let thinking about what you're going to say next get in the way of listening.

Do: Clarify  
Repeat back your understanding of what the other person means.

Don't: Assume that because you've said what you mean the other person has understood it the way you intended.

Do: Focus on needs and wants  
What do you need and want?  
What does the other person need and want?

Don't: Miss this out because you think it's obvious or because you feel awkward.

Do: Remain neutral  
Agree respect & fairness, get down to specifics, take steps towards win / win agreements.

Don't: Use (and don't rise to the challenge behind) terms like always, never, impossible, can't.....

Do: Revisit  
You can go back if afterwards you realise you forgot to say something important, if you have more ideas, if you see things differently after sleeping on it.

Don't: Believe it's a one-off