

## TOOLKIT #2: OBSTACLES TO TRUST

*OBJECTIVE: EMPLOYEES WILL IDENTIFY THOSE OBSTACLES TO BUILDING TRUST.*

### CONTENT:

Many people see themselves as trustworthy, but they come across as something else. Here are some behaviors that detract from coming across as trustworthy.

- Using first person terms like “You” or “I” rather than “We” or “Us”.
- Contradicting others by saying “Yes...But” rather than “Yes...And”.
- Getting in the face or physical space of others. Getting into other people’s business without invitation.
- Using hierarchy. Taking on a superior level of authority, knowledge, etc.
- Over promising or committing to something you can’t deliver, even when you sincerely wish to help.
- Not acknowledging personal error and not saying “I’m sorry”.
- Being easily offended or being defensive when receiving feedback from others.
- Talking down to others, or being condescending.
- Raising your voice.
- Being pessimistic or sarcastic.

This is not to say that there aren’t individuals you might trust that represent any one of these traits. It’s simply saying that it’s more difficult to build relationships of trust when these outward behaviors are interfering.

### SHORT CHATS

Discuss the following:

- How do these behaviors inhibit or detract from building relationships of trust?
- How are we individually challenged in these areas?