



Ways to Build and Destroy Trust

Ten Ways to Build Trust

1. Self-disclosure: Be open about your motivations, concerns, and uncertainties.
2. Honesty: Tell the truth about your beliefs and intentions.
3. Build a personal connection: Get to know others and let them get to know you.
4. Transparency: Share complete, timely, and accurate information.
5. Encourage, don't command: Assume that people want to do the right thing and expect that you can influence them without coercion.
6. Take blame, give credit: Be accountable when things go wrong and provide recognition when things go well.
7. Don't play favorites: Give equal respect and attention to the needs of all team members.
8. Live up to commitments: Do what you say you would by when you said you would.
9. Be willing to learn and improve: Be open to new ideas and welcome challenges to your way of thinking.
10. Show humility: Admit when you are wrong or have made a mistake.

Ten Ways to Destroy Trust

1. Political maneuvering: Act with an eye toward gaining advantage or power over others.
2. Self-seeking: Value your own interests ahead of others in a way that puts them at a disadvantage.
3. Act unfairly: Show bias or capriciousness in decisions or behavior toward others.
4. Withhold communication: Do not share information, solicit opinions or feedback, or respond directly to questions.
5. Mislead or obfuscate: Deliberately say things that aren't true or leave out pertinent facts in order to influence the opinions or feelings of others.
6. Question others' motives: Assume that people have ill-will or bad intentions.
7. Ignore interpersonal aspect of relationships: Treat interactions with others as transactions to be completed rather than part of an ongoing association.
8. Be manipulative: Conceal your actual intentions, show superficial charm or empathy, or feign sincerity.
9. Bad-mouth others behind their backs: Be indiscrete in sharing your negative opinions of someone while refraining from sharing your view with the person directly.
10. Fake having knowledge: Pretend to have the answers or project more certainty about facts than is warranted.