



BUILDING TRUST

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“Don’t tell people how to do things, tell them what to do and let them surprise you with their results.”

George S. Patton (General of US Army)

Introduction

“You build trust with others each time you choose integrity over image, truth over inconvenience or honour over personal gain.”

When we look closely into our relationships, we understand the powerful role that trust plays in between them. We need the trust of our family, friends and other peers to experience better in life. Even as we head to our professional life, we realise the importance of trust.

Trust issues are something we all must have gone through, such as friends and family distancing from us or dissatisfaction in the workplace. These issues would later lead to the breakdown of interpersonal relationships. We would feel frustrated and anxious when it's time to trust another person. There will be greater consequences if we go through trust issues in our professional life, such as low opportunities, unhealthy atmosphere etc.

Trusting someone is putting yourself into the hands of the other and believing them. We trust others with the expectation that they won't let us down or betray us. We have witnessed how trust benefits the growth of the organisation. Delegation is a way of building trust and getting work done in a disciplined manner.

We have encountered some general sayings about trust, which may be false. These thoughts need to be questioned and differentiated.

- *Trust - you either got it or you don't - not true*
- *Losing trust is like cracking a mirror that cannot be regained - not true*

These types of statements reflect a victim mentality rather than a leadership mindset.

Let's understand "Trust" by its components:

- Delivering what you promised.
- Offering fair compensation to partners, employees, and collaborators
- Transparent communication with all stakeholders.
- Follow your ethics
- Providing equal opportunity
- Accepting mistakes and making amends.

Rain Check on Status:



We can start by examining where all the required levels of trust already exist in dozens of activities as of today. This examination will validate whether we are trustworthy and to what extent. By examining, we can determine where we lack trust and take steps to fix them.

Trust doesn't have to be 100% right from the start. It can increase or decrease within time depending on how people work together.

How to improve trust?

Let's examine this in the context of a professional setting, an area we are familiar with as follows:-

1. Proactive relationships can help build trust more and these can be achieved by replacing text messages with video conferences, words of comfort or appreciation etc.
2. Provide expertise and honest criticism to professionals to build trust.
3. Ensuring consistent quality and performance beyond expectation would impress the clients increasing their trust in you.
4. Making errors is human nature but accepting them shows the trait of honesty. Making amends for these errors is a way to regain trust.
5. Keeping employees continuously informed on all aspects concerning them helps remove any uncertainties.

Questionnaire

1. Which of the following is essential for building trust in a relationship?
 - A) Keeping promises and being reliable
 - B) Withholding information to maintain control
 - C) Avoiding conflict at all costs
 - D) Only sharing positive feedback
2. What is the impact of active listening on building trust?
 - A) It makes the conversation shorter
 - B) It shows that you value and respect the other person's thoughts
 - C) It allows you to prepare your own response



- D) It helps you avoid difficult topics
3. Why is vulnerability important in building trust?
- A) It shows weakness
 - B) It creates opportunities for others to take advantage
 - C) It demonstrates authenticity and openness
 - D) It is irrelevant to building trust
4. A key factor in maintaining trust is:
- A) Frequently changing your commitments
 - B) Avoiding accountability
 - C) Consistently acting with integrity
 - D) Keeping your intentions hidden