



PROVIDER

# Building Trust

## what is it?

Trust can be defined as a person's willingness to consider new knowledge from another person as honest, generalizable, and relevant to themselves. It is one of the core constructs of therapeutic alliance.<sup>2</sup>

## importance

- Therapeutic relationships involve risk and safety, especially when working with underserved communities<sup>3</sup>
- There is historic mistrust among people of color, immigrants, and LGBTQ+ communities<sup>4</sup>
- Trust may reduce the likelihood of early treatment termination and increase better treatment outcomes

## goals

- Communication before, throughout, and following family engagement
- Respect of the family through your use of tone, content, and treatment facilitation
- Transparency with the family that is clear and well-understood<sup>6</sup>

## steps to take

1. Listening to and addressing treatment priorities identified by family
2. Recognize the family's strengths and resources
3. Account for family's perspectives, cultural values, and contributions
4. Reflect on whether the family's goals have been met
5. Follow up with family, and establish ways they can continue to receive support<sup>1,3,6</sup>