6 Ways to Build Trust in the Workplace

The workplace is changing rapidly and the traditional hierarchical system is no longer the norm. Employees are more mobile than ever before and remote work has almost become a norm today. This has created a new set of challenges for managers to deal with. One of those challenges is creating trust in the workplace. The reason why this has become such a big challenge is that employees are now more independent, which means that there is less opportunity for managers to see how their employees behave on a day-to-day basis.

Trust is key in any relationship. It can be built through multiple interactions over time. If your trust levels are high, it will be easier to resolve conflicts and prevent them entirely. Negotiations can be more effective if you maintain trust and cultivate it among your members. When an organization values trust, the whole organization benefits from their relationships with each other.

The trust-building process begins from the moment an employee walks into the company and continues to when they leave. It is not just about one single event. Building trust is aided by certain characteristics of the individuals in the interaction. Emotional intelligence, being relatable and vulnerable while recognizing another person's strengths are a few of these factors.

Emotional Intelligence is the ability to recognize and understand your own emotions, as well as to understand those of others. It also helps you control your impulses. EQ enables people with different backgrounds and perspectives to work productively together. This is achieved by providing a common ground for communication - facilitating conversation and bridging gaps between culturally diverse teams to ensure everyone's voice can be heard.

COMMON VALUES

ALIGNED INTERESTS

BENEVOLENCE

CAPABILITY COMPETENCE

PREDICTABILITY AND INTEGRITY

COMMUNICATION

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Robert Hurley's research found that honesty and predictability are necessary, but not sufficient to build trust. Building a trusting relationship is more likely when the person bestowing trust recognizes certain qualities in the other person such as:

1. Common Values

Finding commonalities helps achieve a sense of "otherness" (b/c it's less of an unknown variable). People tend to trust people who are like themselves. People are more likely to trust people who are similar to them. The more you can find out about the other person, the better you will be able to know and understand them. This is why typically, people of a similar race, age and gender are more likely to trust others.

2. Aligned Interests

When people share a common goal, they are able to see similarities and will often find common ground that helps them get commitment from stakeholders. Trust is a word often associated with relationships and most relationships flourish when both parties have similar interests and want the same result from a particular situation.

3. Benevolence

A benevolent person is a person who is generous and kind to others. This type of person is often helpful, friendly, and have the ability to show true concern for the well-being of another. When we are truly caring and have our team members best interests at heart then we will go out of our way to try and help. An example of this could be when we learn that one of our colleagues is preparing for an exam that we have already taken; then we would offer to help by providing our colleagues with notes or study material and also offering our time if they would need any coaching on any of the topics.

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4. Capability or Competence

Being able to keep commitments and deliver on a promise are important. Failing to do so will hamper people's trust in you. So when we tall someone that we are there for them; then when the time arises where we are truly needed; we need to show up. If we make a commitment to our team members that we would raise their concerns with the senior management at the next meeting; then we must ensure to get this done and provide them with an answer or we would have broken their trust.

5. Predictability and Integrity

A trustworthy person reliably follows their word and does not deviate from the course of integrity. If we only occasionally take actions to uphold values then this results in inconsistency. We need to 'walk the talk'; we cant preach something and behave in a completely different manner. For example; if we state that one our teams values is punctuality and this is something we demand as leaders from our team. members; then we must ensure that we are on time for every meeting and set an example. This will help build integrity and eventually trust.

6. Communication

Trustworthiness is largely based on how much you communicate and how you communicate. Trustworthy people communicate a lot, tell the whole story, listen to others and respond to what is said. They reveal things about themselves and are open to disclosing how other people see them.

Listening is an integral aspect of listening and how able someone is to listen will determine their level of communication skills. This includes not only the person listening, but their willingness to act on what they hear. If someone has a hard time listening or hearing, then they may seem like an unreliable person that one should not trust.

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