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## **Building Trust at Work and Home**

**Trust: can be described as “believing another person is benevolent, competent, good, honest, true.” Barbara Miztal states that trust “makes social life predictable, creates a sense of community, and makes it easier to work together.”** (Wikipedia)

**Research on healthy families and healthy work environments continues to demonstrate the importance of trust. Families who have deep trust for one another seem to have an abundance of love, comfort and self-esteem. “High trust” work environments manifest high levels of cooperation, creativity and productivity.**

### **What behaviors build-enhance trust?**

**---keeping promises/commitments, being honest and maintaining integrity in relationships, being vulnerable-letting people know who you are, respecting the rights of others, listening in a caring and empathic manner, apologizing when a mistake is made, forgiving others and oneself, taking risks, offering to help others, sharing credit-success.**

### **What behaviors diminish-destroy trust?**

**---betraying trust, breaking a promise-commitment, breaking a confidence, lying, abuse, being unfair/exploitive/manipulative, violating privacy, denigrating beliefs, disrespecting another.**

### **If trust is diminished-destroyed, what can we do?**

**--make amends (heal the relationship) by: 1. admitting harm/mistake, 2. admit to the person specifically what we did to hurt him/her, 3. ask him/her what we can do to make up for harm done, 4. confirm our intention to never repeat that harm/mistake.**

### **RESOURCES**

- 1. The 7 Habits of Highly Effective People, Stephen R. Covey**
- 2. The 7 Habits of Highly Effective Families, Stephen R. Covey**
- 3. The Five Dysfunctions of a Team, Patrick Lencioni**