

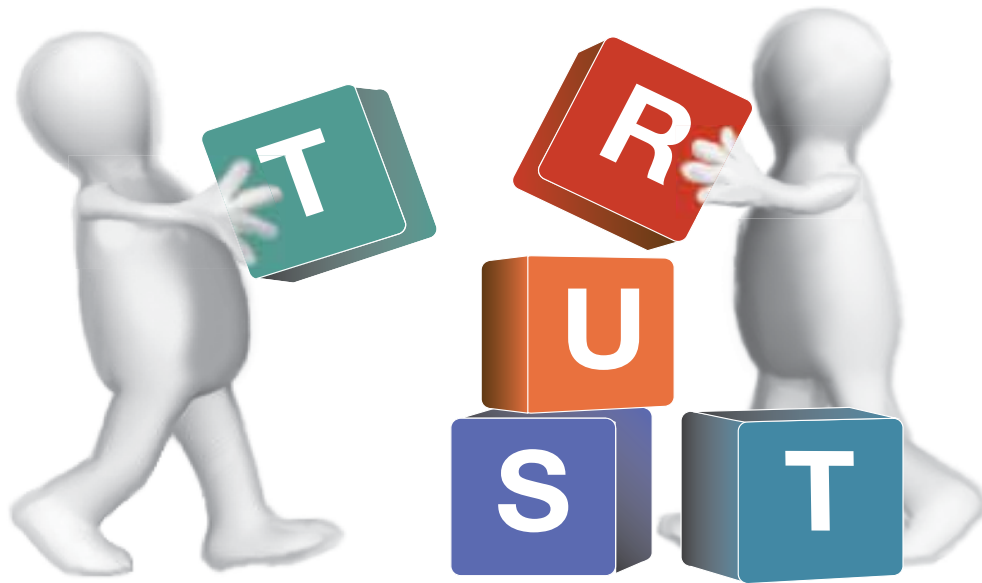
The 4 C's of Building Trust in the Workplace

A Checklist Of Suggestions

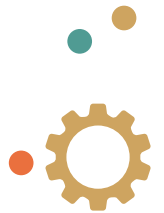
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According to Gallup:

- ➔ 96% of **engaged** employees **DO** trust management.
- ➔ However, **65%** of the workforce are currently **NOT engaged** in work.



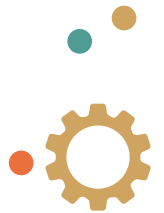
Trust in the workplace effects turnover, performance, and results. This checklist provides actions you can take to improve trust in your workplace.



ommunication

This is the foundation for building trust. If your team thinks you are keeping information from them or are only partly sharing what you know, they will not trust you. Some tips on how to effectively communicate with your team:

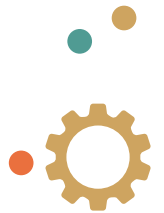
- Be willing to be vulnerable – this is considered the root of authenticity and should be your first step to building trusting relationships
- Set goals, priorities, and expectations – then check in with your team regularly to ensure they are hitting these
- Encourage team members to own problems and discuss solutions they will implement
- If you don't have all the information yet, let the team know that and tell them you will update them when you know more



Consistency

Be clear on what you stand for. When your team consistently sees you walking the talk, they will do the same. Tips to demonstrate consistency on the job:

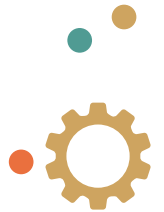
- Create an inclusive work environment where people feel they can be their authentic selves and contribute their best talents
- Notice when team behaviors are off track and correct them
- Schedule regular touch base times with each team member – having this time in your calendar allows team members to bring things to you to discuss together, versus walking in unannounced
- Avoid sugar coating messages – be real, share truth



Caring

Your team needs to know you care about them and their families, and that you will have their backs in crunch time. How to show your team you truly care about them:

- Spend time with your team – get to know them as individuals, make personal connections with them
- Understand the leadership style each individual responds to best – this will avoid mismanaging, micromanaging, or delegating too soon or too late
- Open up and share information on the company to keep your team updated and informed on events, changes, or new information
- Let your team know you are available for them – and be available for them



Celebrate

Everyone loves a good celebration, so ensure you are doing so with your team. Some tips on what this can look like:

- Celebrate a job well done - give credit where credit is due
- Notice when people are doing things right and provide recognition
- Look for untraditional milestones to celebrate (i.e. how employees responded to failure, completed education/course, or helping out a colleague)





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