

Trust Perception

By David Brock

Our team sat down and brainstormed two lists: our perceptions about when someone can be trusted and our perceptions when someone cannot be trusted. We came up with a list of fifteen to twenty ideas for each and then each member identified his top two items that affected whether or not he could trust someone. What was interesting was the diversity of what was important to people. One of our team members then took this list of what was important to other people and taped it to his desk to remind him of what was important to each of his team members. Knowing what is important to other people allows you to communicate to individuals in a way that builds trust and identifies what are the trust pitfalls in specific relationships. Here is our list—now you can brainstorm with your team on your own list. The check next to an item shows that it was important to someone. On our actual list, we listed each person's name instead of placing a check mark.

You know someone can be trusted when they . . .

- give right answers.
- keep their word.✓
- follow through with what they've said.✓
- say the same thing to others that they've said to me.
- are willing to follow the right process.✓
- make decisions based on godly principles.✓✓✓
- are consistent in their living, performances, and relationships.✓
- are predictable.✓
- are loyal.✓✓✓
- are dependable.✓✓
- when their yes means yes and their no means no.✓✓
- are honest and do not manipulate with their words.✓✓✓✓
- explain their actions.✓
- are humble.✓
- are approachable.✓
- are willing to confront me.
- are forthright.✓
- let their guard down and allow themselves to be vulnerable.

You know someone cannot be trusted when they . . .

- lie.✓✓✓✓✓✓✓✓
- don't do what they say they will do.✓
- manipulate circumstances to their own cause.✓✓✓
- backstab.✓
- gossip.
- are arrogant or proud.
- are proud of their ignorance.
- give no explanation of why something didn't get done.✓
- fail to admit when they're wrong.✓✓
- withhold information.
- don't appear real.✓
- always make excuses.✓
- are slick.
- placate.
- mistreat others.✓✓
- are undependable.✓✓✓
- act differently from what they say.
- micro-manage.