

Resilience session 9: Trust

Jessica Pryce-Jones



Cirque du Soleil





Watch the Cirque du Soleil video

Hello!

What do you know about trust from watching the Cirque du Soleil trapeze act video?

Please comment in the chat box



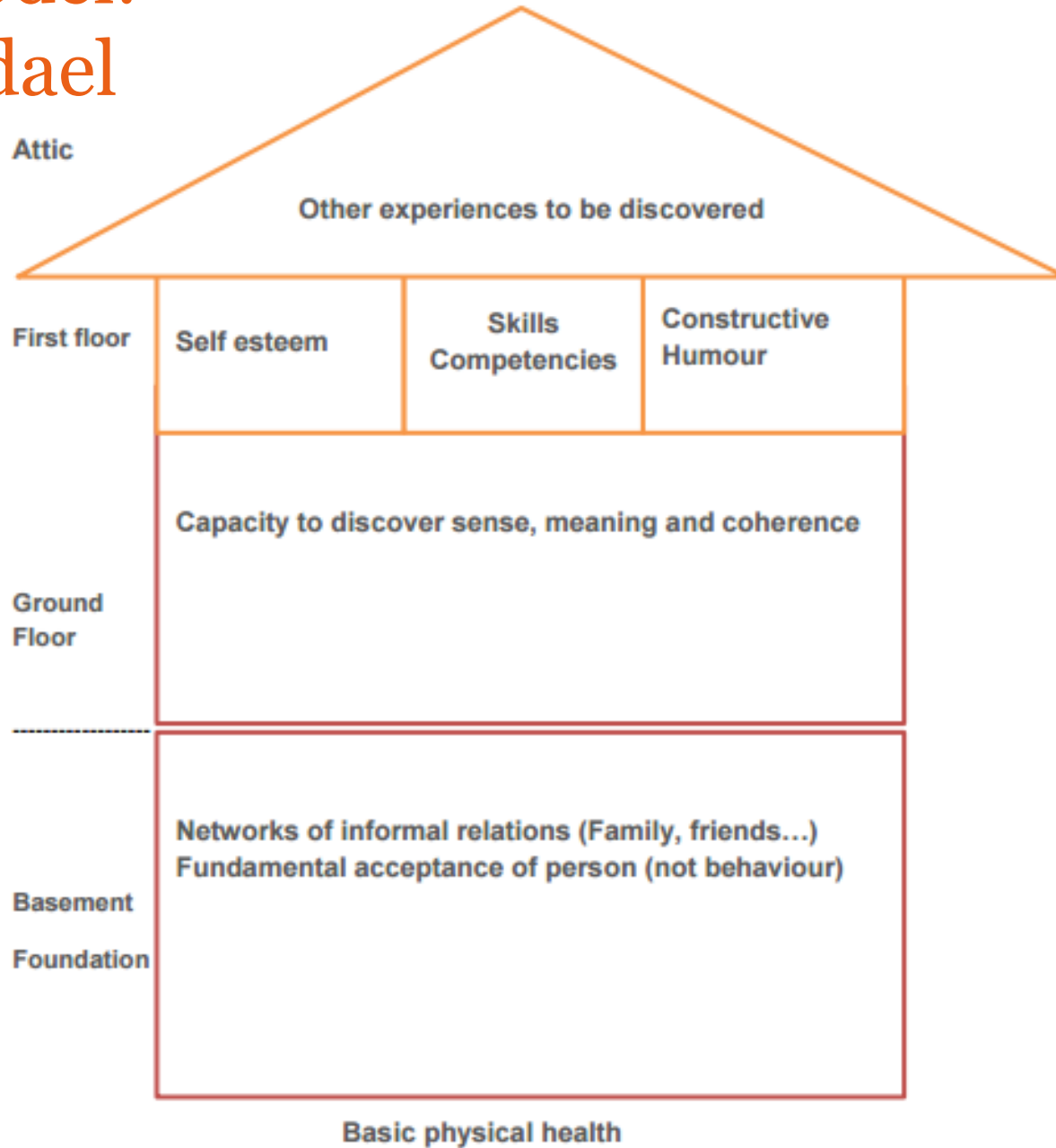


A reminder: what is resilience?

Capacity to withstand **knocks** and bounce back/forward in a **psychologically healthy** manner.



Casita model: Vanistendael



Our overall agenda: 45 min



1. Understanding resilience
2. Exploring self-resilience and peer coaching
3. Harnessing energy
4. Knowing and using your strengths intentionally
5. Thinking about control
6. Promoting team resilience
7. Generating a positive mind-set
8. Understanding emotional labour
9. Exploring trust
10. Being valued for your contribution: recognition



What is trust?



The willingness to take a risk in the expectation of a
positive outcome.





How trust relates to resilience

- You need to be able to trust to disclose
- You need to be able to disclose to build relationships, be proactive and to reach out
- You need to have relationships to feel resilient (Casita Model)



What we know about trust: 1, in general



Trust is:

- A secondary emotion: happiness, sadness,
- Self-biased: 'I'm trustworthy, you're not'
- Most often withdrawn after two-strikes
- Reduced by negative gossip (1) and lots of this indicates low trust (2), which, although a coping mechanism is related to suboptimal patient care (3) exhaustion and burnout (4)

(1) Kurland & Pelled, 2000, (2). Ellwardt et al, 2012, (3) & (4) Georganta et al, 2014



What we know about trust: 2, work

- There's a high tax for low trust: the cogs grind slowly
- We are highly attuned to mistrust: reciprocation, the basis for trust is the root of group cohesion.
- Trust busting is more visible and memorable than mistrust. You never say 'Wow our boss delivered on everything s/he said.'
- Trust is created by association: What Bill Gates calls the 'Trilogy of Trust'. If I trust you and you trust Jim, I too will trust Jim.

What we know about trust: 3, building it



- It is built in the moment and is the result of choices we make or don't make.
- The biggest way leaders create trust is through allocation of resources: who gets what and why
- Fair play builds trust more than anything and transparency when fair play is impossible
- Takes rehearsal and there are always people behind the scenes making it happen
- Trust gives the benefit of doubt rather than jumping to conclusions about others' motives and intentions



Try the trust continuum

On a flip chart, a piece of paper, the floor, a desk or wall, draw or imagine a continuum.

- The left end is for anyone who feels that at work 'I trust everyone until they show me I can't.'
- The right end is for anyone who feels at work 'I'll trust you when you've earned it.'

Place yourself where you feel you belong on the continuum



Trust equation: for diagnosis and moving on



Reliability (10) + Openness (10) + Clarity (10) + Concern for others (10)

Self-interest* (10)

NB the top is positive, the bottom is negative; any equation which works out to 4 or less, highlights a trust issue



Trust equation: for diagnosis and moving on



Reliability (2) + Openness (2) + Clarity (2) + Concern for others (2)

Self-interest* (10)

NB the top is positive, the bottom is negative; any equation which works out to 4 or less, highlights a trust issue

- Openness is about what's general
- Clarity is about specifics

Trust equation: for diagnosis and moving on



Reliability (2)

Self-interest* (10)

NB the top is positive, the bottom is negative; any equation which works out to 4 or less, highlights a trust issue

- Openness is about what's general
- Clarity is about specifics

Trust equation: for diagnosis and moving on



Reliability (2) + Openness (2)

Self-interest* (10)

NB the top is positive, the bottom is negative; any equation which works out to 4 or less, highlights a trust issue

- Openness is about what's general
- Clarity is about specifics

Trust equation: for diagnosis and moving on



Reliability (2) + Openness (2) + Clarity (2)

Self-interest* (10)

NB the top is positive, the bottom is negative; any equation which works out to 4 or less, highlights a trust issue

- Openness is about what's general
- Clarity is about specifics

Trust equation: for diagnosis and moving on



Reliability (2) + Openness (2) + Clarity (2) + Concern for me (1)

Self-interest* (10)

NB the top is positive, the bottom is negative; any equation which works out to 4 or less, highlights a trust issue

- Openness is about what's general
- Clarity is about specifics

In pairs, think of a relationship in which you would like to build trust



1. Assess where the other person is on the continuum
2. Work through the equation
3. Pop any questions in chat!

