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

- Attic
  - Other experiences to be discovered
- First floor
  - Self esteem
  - Skills Competencies
  - Constructive Humour
  - Capacity to discover sense, meaning and coherence
- Ground Floor
- Basement
  - Foundation
  - Networks of informal relations (Family, friends...)
  - Fundamental acceptance of person (not behaviour)
- Basic physical health
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• Most often withdrawn after two-strikes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)

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)

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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)

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- 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!