

strelo

*trust*

**THE THREE DIMENSIONS  
OF TRUST**

City of Boise EnergizED Spring 2021 Workshop

Shannon Rush-Call, MPA



*we are strelo.*

We envision a future in which people are doing courageous work daily that moves their organizations and the world forward.

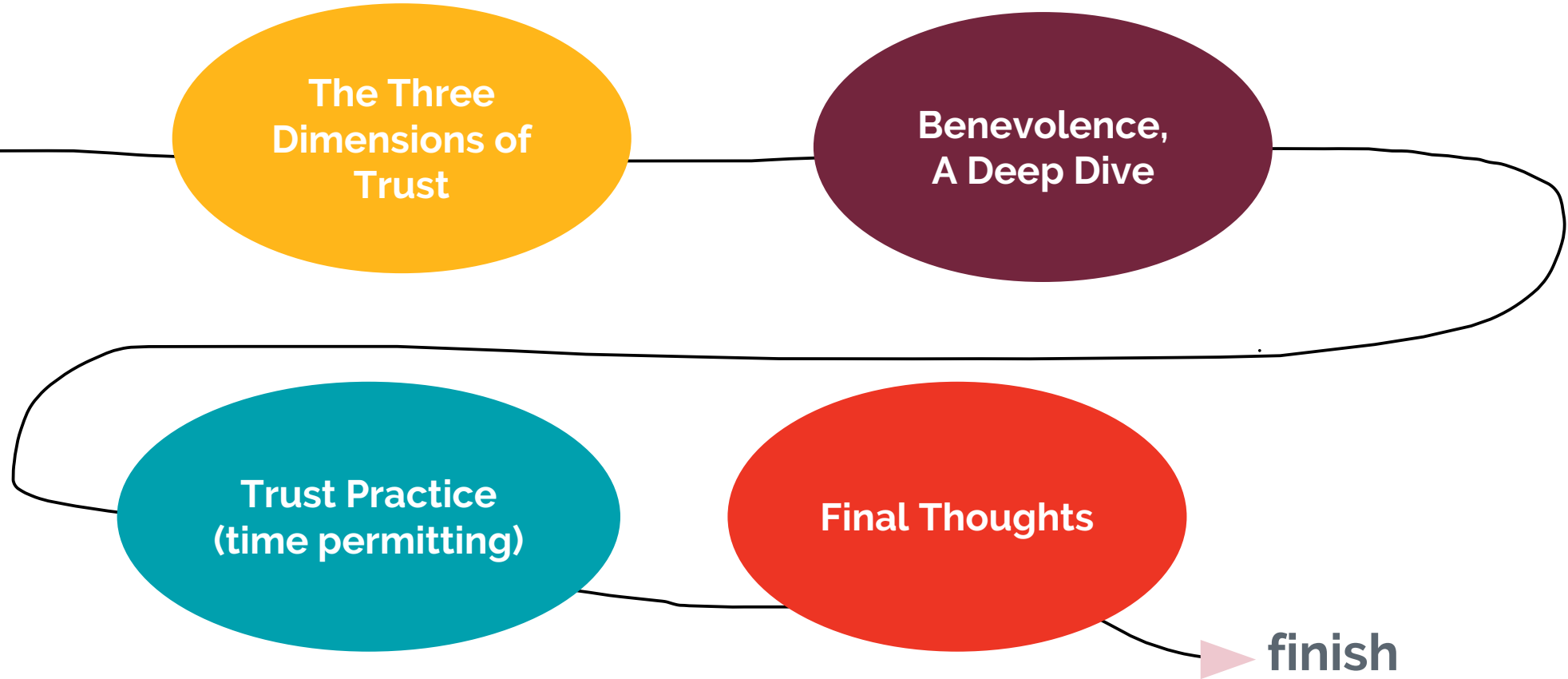


LEARN MORE AT [STRELOGROUP.COM](https://www.strelogroup.com)

# TODAY'S ROADMAP



start





## TODAY'S OUTCOMES

- An understanding of and ability to apply the Three Dimensions of Trust to strengthen relationships
- Deepened skills to enhance the critical trust dimension of benevolence
- Excitement to apply our learning to generate more trust, joy, and connection in your relationships and work

strelo

slido



Open your **camera icon** on your phone and scan this QR code

Or, go to **slido.com** (on your phone, in a browser on your PC) and enter this event code: **#EnergizEDTrust**

Or, open the Slido app and enter event code: **#EnergizEDTrust**

slido

When I say the word "trust", what are the first words that come to mind for you?

 Start presenting to display the poll results on this slide.

strelo

*the three dimensions of trust*



TODAY'S CONVERSATION & TRUST



# A FEW THINGS ABOUT TRUST



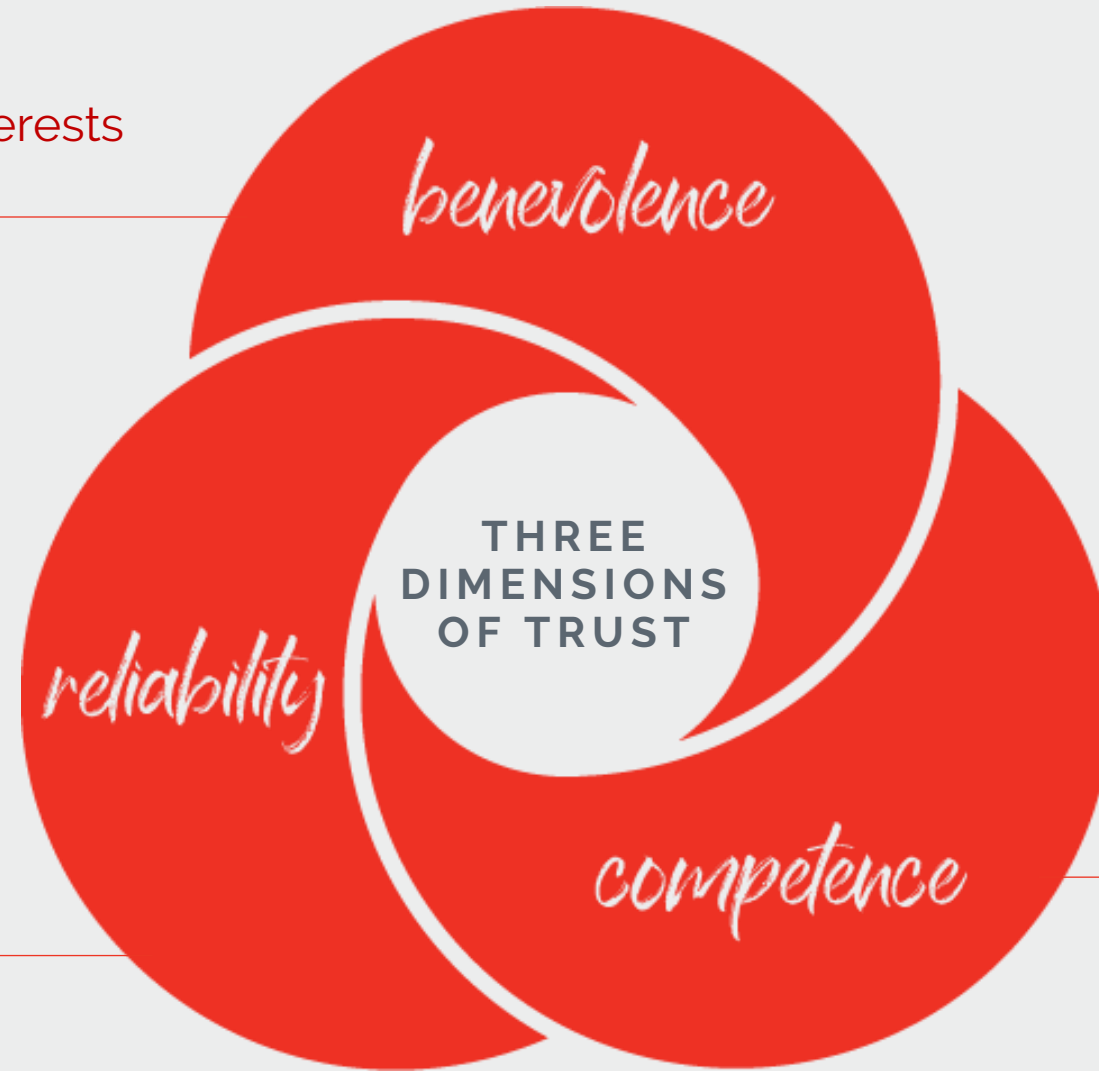
- Trust is inherently about risk
- Trust is an intentional act of faith in people, relationships, and organizations
- We are each wired to approach risk and trust differently
- Trust can be more easily earned, assessed, built, and rebuilt when we make it concrete

slido

The way I naturally approach trust is:

 Start presenting to display the poll results on this slide.

I have your best interests  
at heart.



I will follow through on  
what I promise.

I am capable of doing  
what I say I can do.

slido

What specific behaviors do you associate with building trust in the dimension of benevolence?

 Start presenting to display the poll results on this slide.

slido

What specific behaviors do you associate with building trust in the dimension of competence?

 Start presenting to display the poll results on this slide.

slido

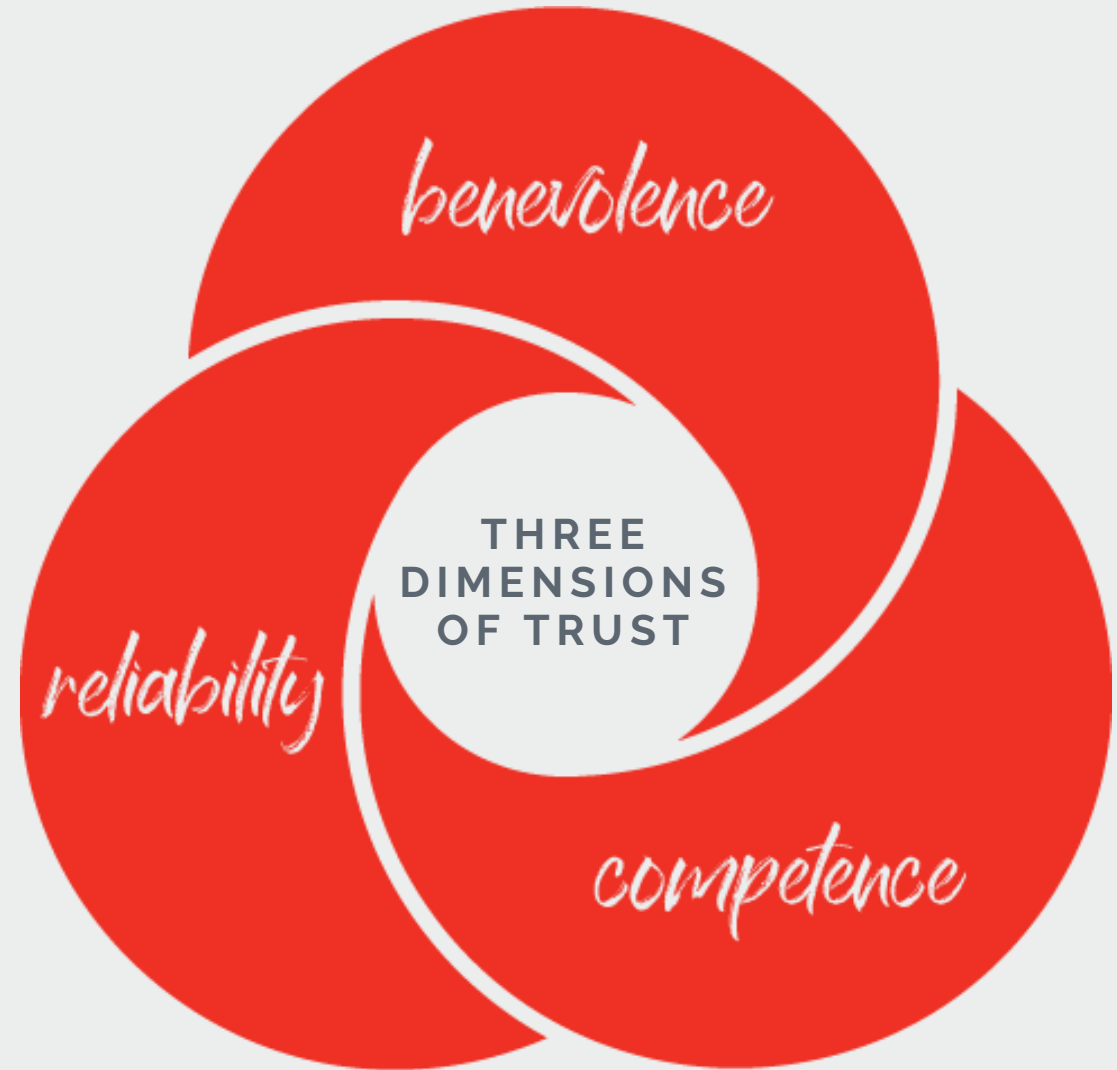
What specific behaviors do you associate with building trust in the dimension of reliability?

 Start presenting to display the poll results on this slide.

## TWO TRUST “TRUE”ISMS

We all want to believe we are trustworthy, even though ironically, we struggle to trust others.

Believing we are trustworthy and being perceived by others as trustworthy are two different things.



# LEADING SELF: BEING TRUSTWORTHY

## BENEVOLENCE

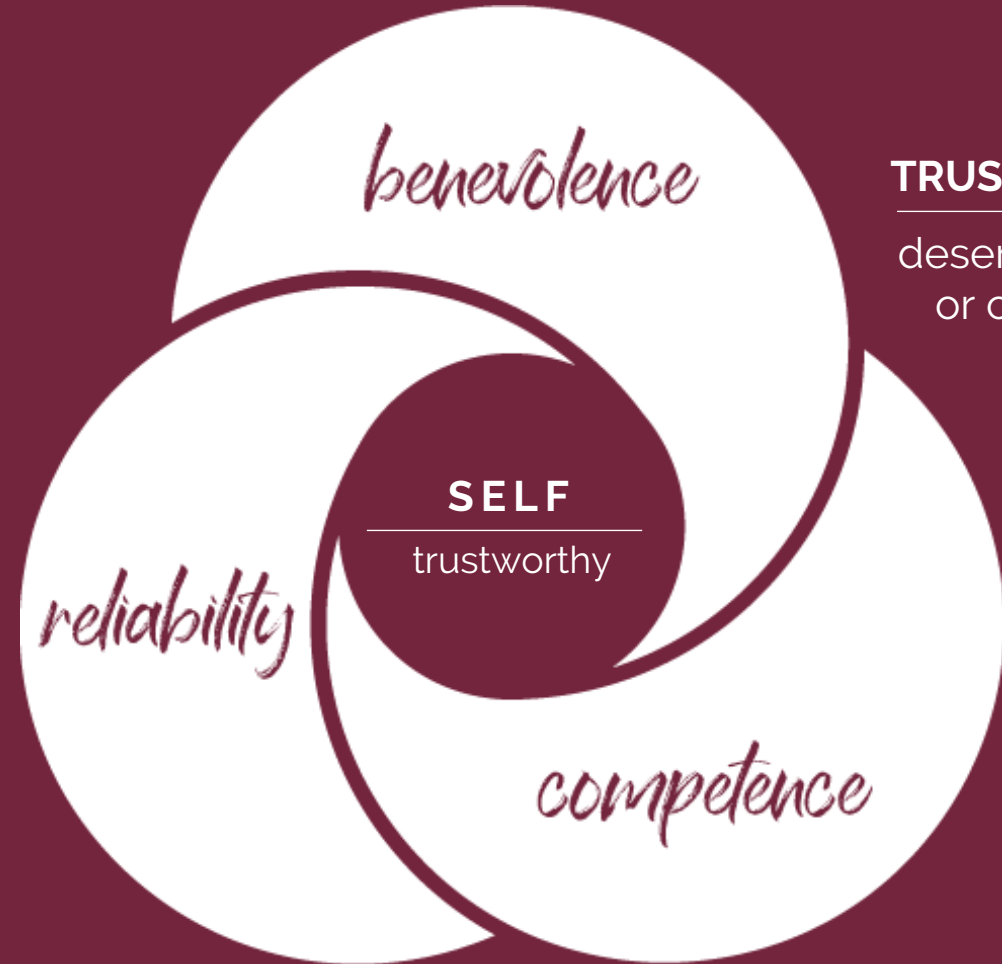
I have your best interest at heart.

## COMPETENCE

I am capable of doing what I say I can do.

## RELIABILITY

I will follow through on what I promise.





# LEADING OTHERS: STARTING FROM A PLACE OF TRUST

## BENEVOLENCE

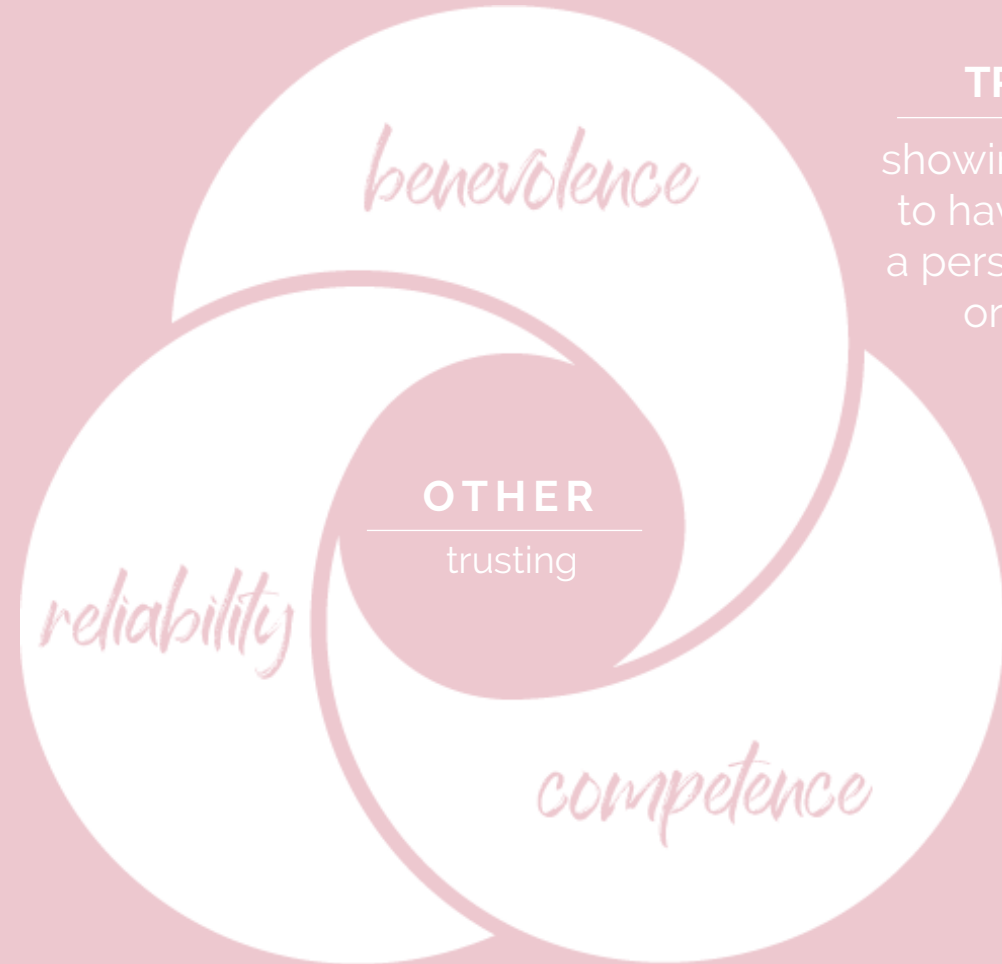
I believe you have my best interest at heart.

## COMPETENCE

You are capable of doing what you say.

## RELIABILITY

You will follow through on what you promise.



## TRUSTING

showing or tending to have a belief in a person's honesty or sincerity

slido

# Me & The Three Dimensions

 Start presenting to display the poll results on this slide.

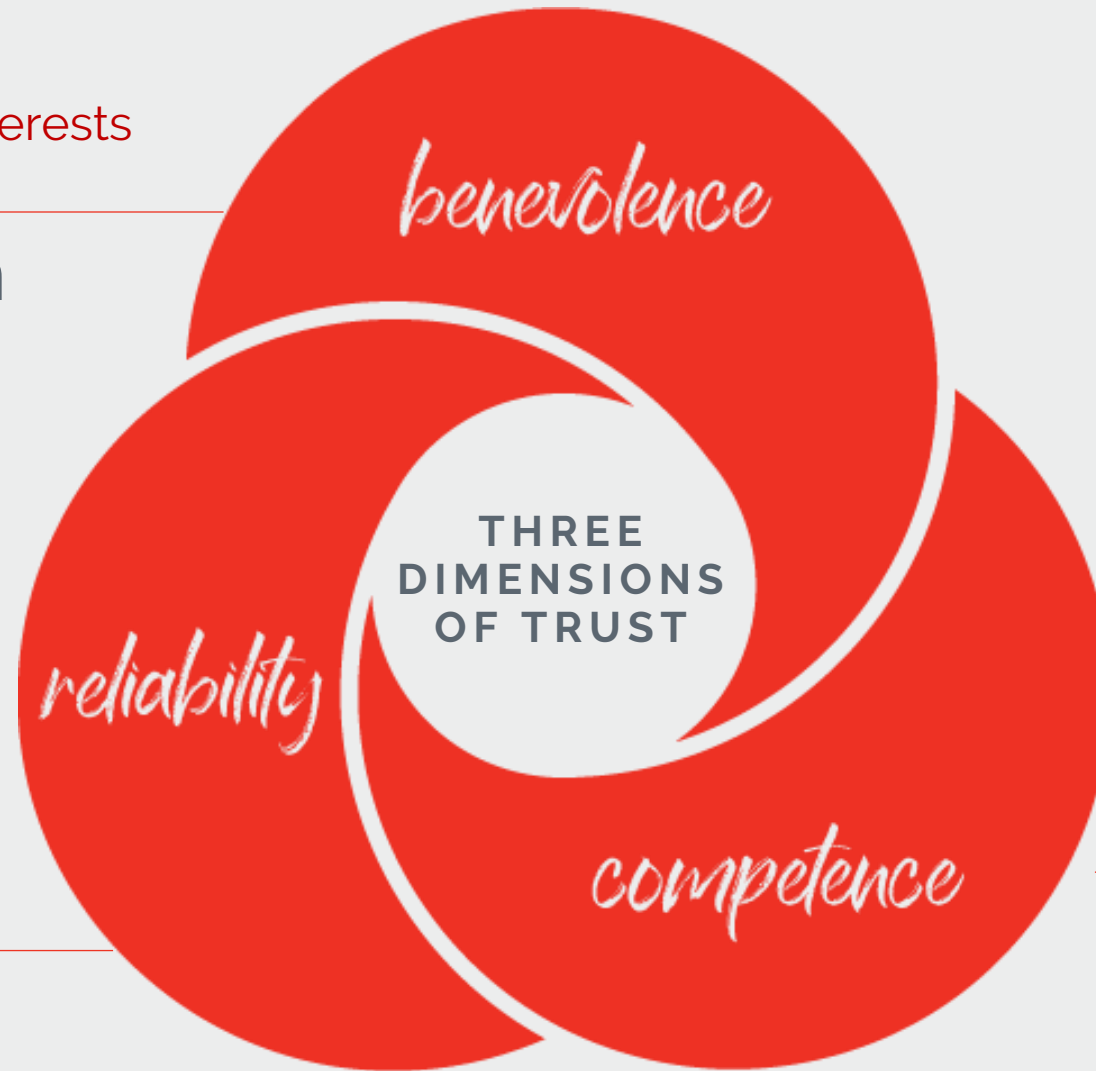
strelo

*more on benevolence*

I have your best interests at heart.

- Connection
- Empathy
- Curiosity

I will follow through on what I promise.



I am capable of doing what I say I can do.

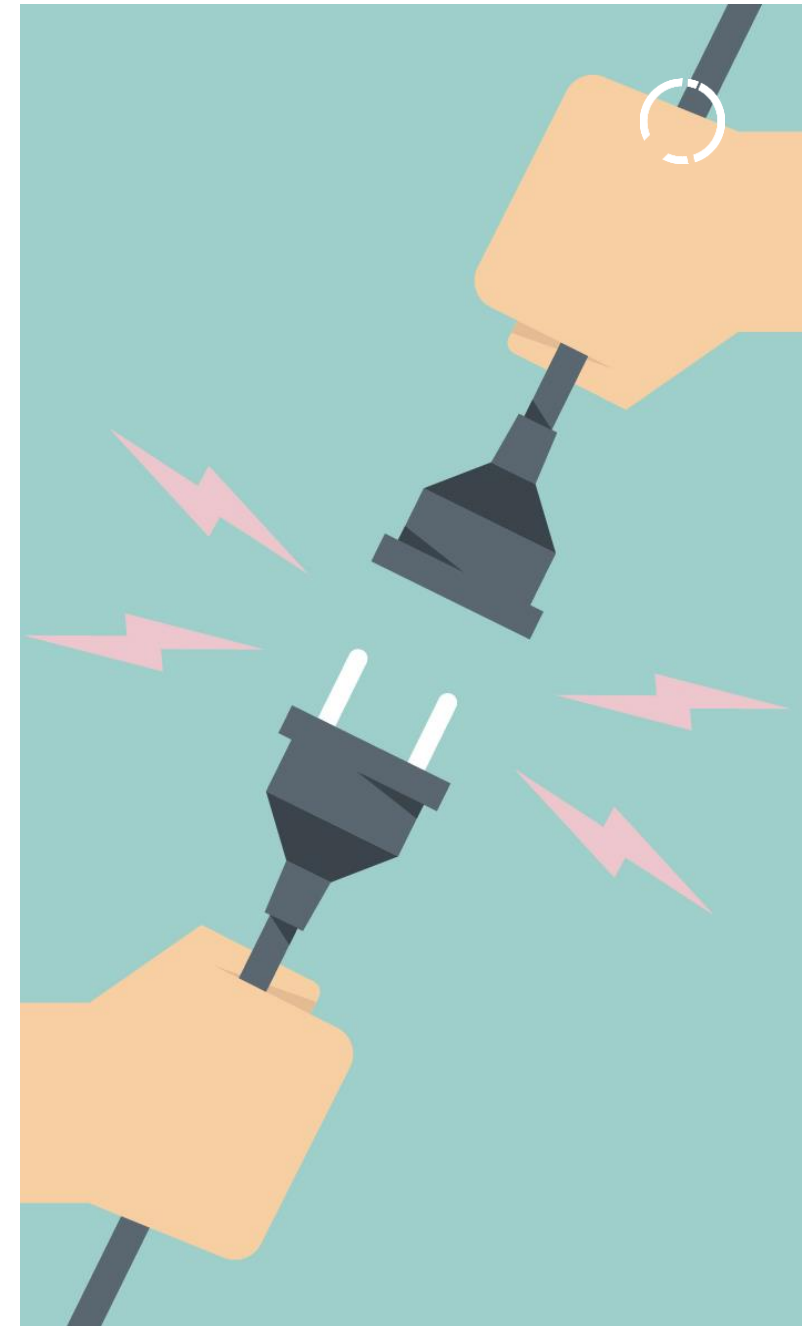
# BENEVOLENCE: CONNECTION

## WHAT IT IS

- “The energy that exists between people when they feel seen, heard, and valued; when they can give and receive without judgment; when they derive sustenance and strength from the relationship” - B. Brown
- We are wired for it. Defines us as a species.

## HOW?

- Built over time, iterative
- Paying attention and listening
- Small gestures of “seeing”, caring, and connecting
- Expressions of gratitude and appreciation



# BENEVOLENCE: EMPATHY

## WHAT IT IS AND ISN'T

- Feeling with, not feeling for
- “Empathy isn't connecting to an experience. Empathy is connecting to the emotions that underpin that experience” - B. Brown
- Empathy ≠ sympathy



## BENEVOLENCE: CURIOSITY

### WHAT IT IS

A desire to close the gap between what we know and what we don't.

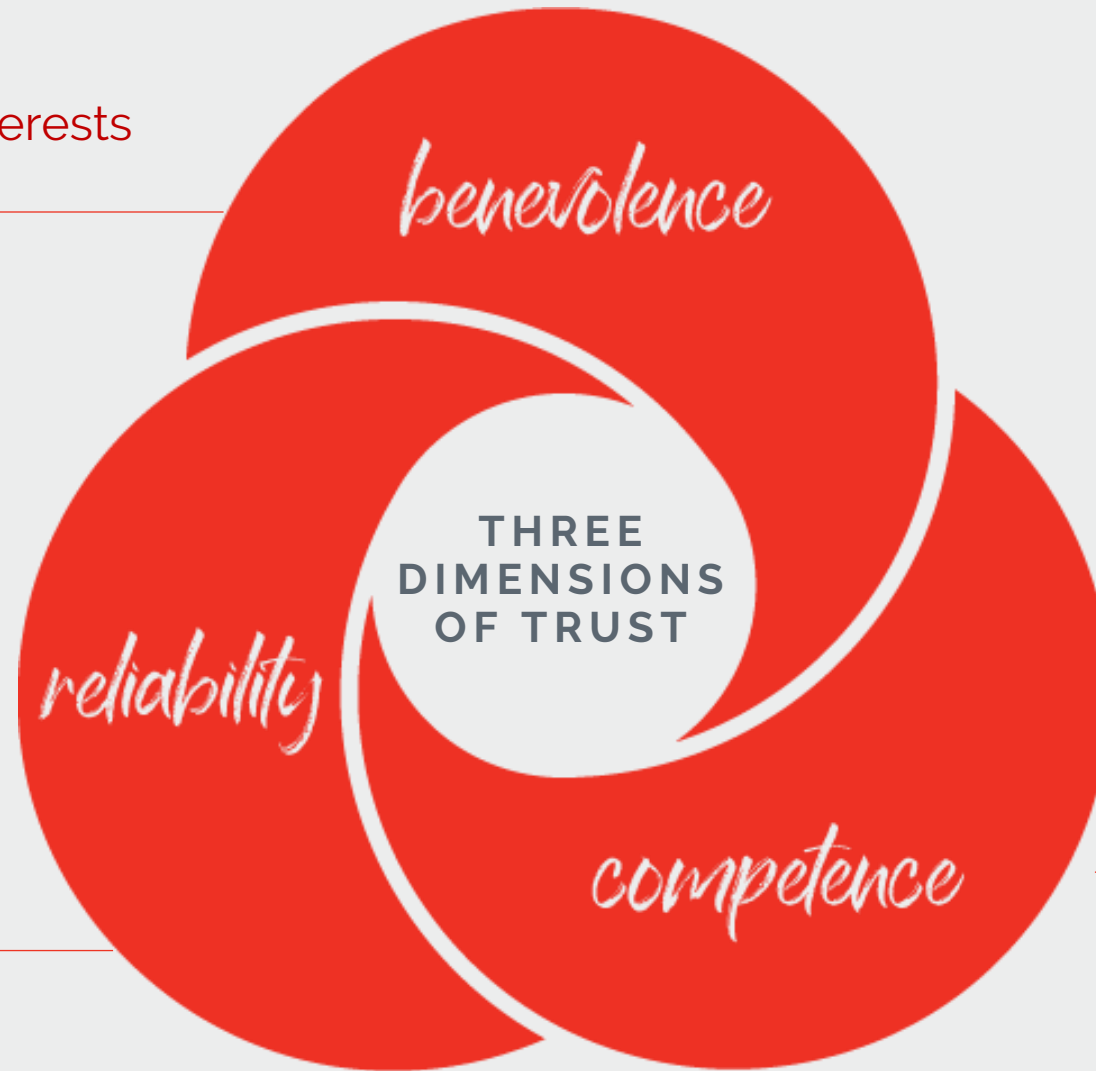
### HOW?

Be a learner, not a knower.  
Ask questions.



I have your best interests at heart.

- Connection
- Empathy
- Curiosity




I will follow through on what I promise.

I am capable of doing what I say I can do.



slido

Of the three skills of benevolence, which would be the biggest game changer in your relationships?

 Start presenting to display the poll results on this slide.

strelo

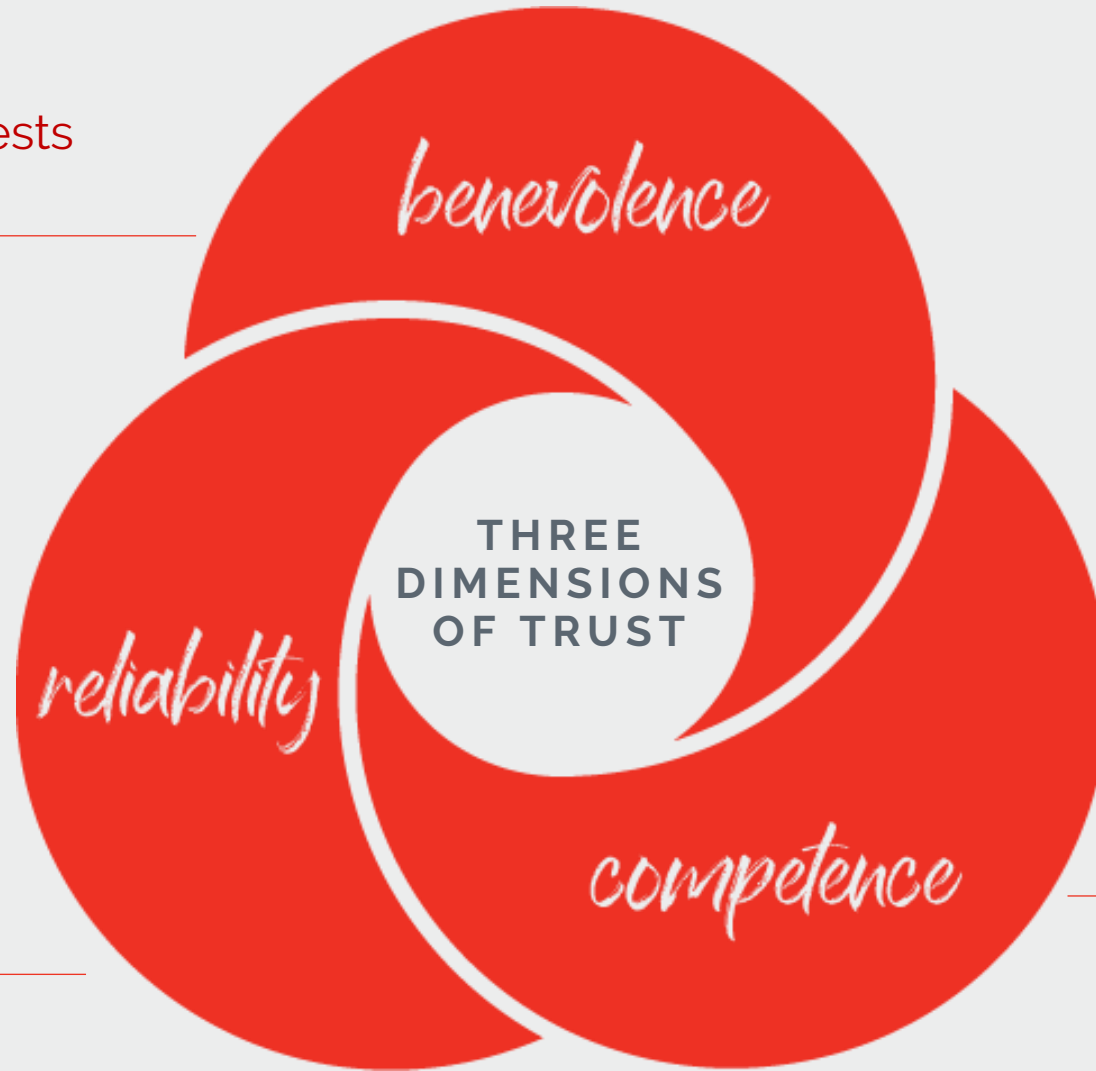
*questions?*

strelo

*trust practice*

I have your best interests  
at heart.

---



I will follow through on  
what I promise.

---

I am capable of doing  
what I say I can do.

---

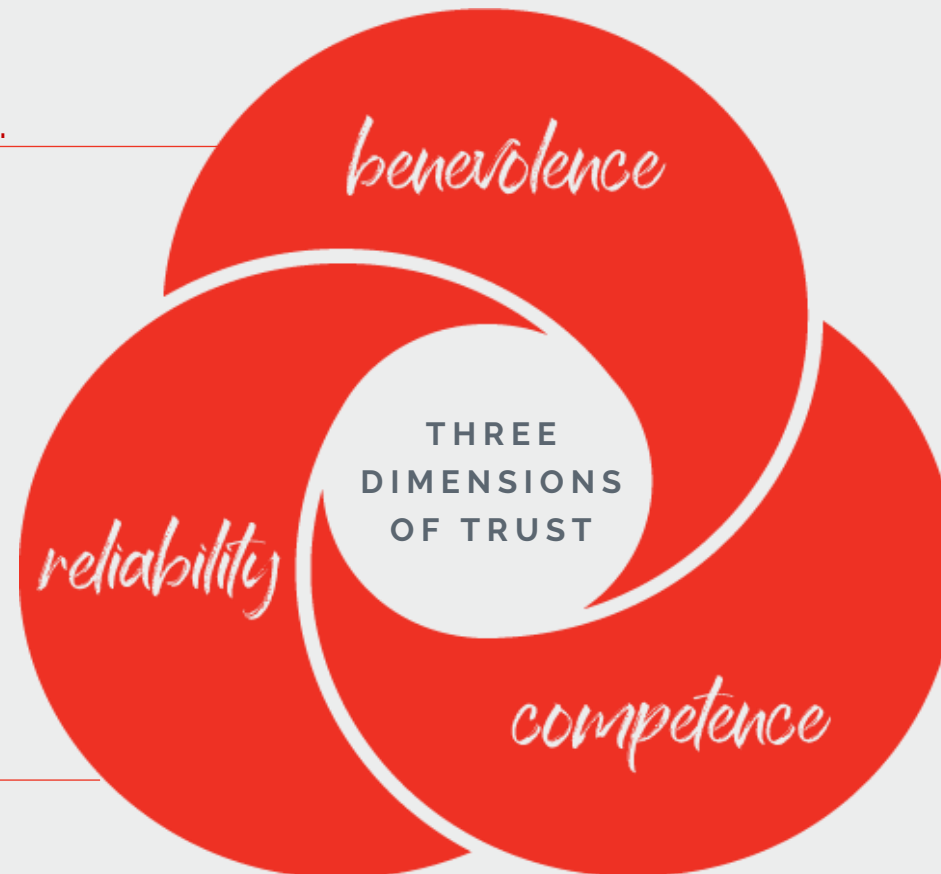
## LET'S PRACTICE

1. Pick a relationship in your life in which you'd like to increase trust.
2. Identify **the dimension of trust** you believe to be most degraded.
3. **Identify one to three specific changes** you can make in that dimension that may positively influence your ability to earn trust.

I have your best interests at heart.

- Connection
- Empathy
- Curiosity

I will follow through on what I promise.



I am capable of doing what I say I can do.

slido

Which dimension did you identify to improve?

 Start presenting to display the poll results on this slide.

strelo

*binational thoughts*

## WHAT MAKES TRUST ESSENTIAL TO CHANGE?



- Change *with* is more effective than change *to*
- When trust is present in a relationship, more is possible
- Trust is a precondition for helping someone or something to change



strelo



FOLLOW US ON  
LINKEDIN



VISIT US AT  
STRELOGROUP.COM



EMAIL SHANNON@  
STRELOGROUP.COM



EMAIL JOANNE@  
STRELOGROUP.COM

*the power that comes from combining strength with love*

slido

What thoughts or feelings are most present for you as we conclude our session?

 Start presenting to display the poll results on this slide.