THE THREE DIMENSIONS OF TRUST

City of Boise EnergizED Spring 2021 Workshop

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

start

The Three Dimensions of Trust

Benevolence, A Deep Dive

Trust Practice (time permitting)

Final Thoughts

finish
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
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
When I say the word "trust", what are the first words that come to mind for you?
the three dimensions of 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
The way I naturally approach trust is:

1. Start presenting to display the poll results on this slide.
I have your best interests at heart.

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

I will follow through on what I promise.
What specific behaviors do you associate with building trust in the dimension of benevolence?
What specific behaviors do you associate with building trust in the dimension of competence?
What specific behaviors do you associate with building trust in the dimension of reliability?

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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.
Me & The Three Dimensions

Start presenting to display the poll results on this slide.
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.

The story I make up is...
I’m curious about...
Tell me more about...
How does this compare to your experience?
I’m wondering...
Help me understand...

Walk me through...
Tell me why this doesn’t work for you.
I’m working from these assumptions – what about you?
What’s the problem we are trying to solve?
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.
Of the three skills of benevolence, which would be the biggest game changer in your relationships?

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questions?
trust practice
I have your best interests at heart.

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

I will follow through on what I promise.
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.
Which dimension did you identify to improve?

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final 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
the power that comes from combining strength with love
What thoughts or feelings are most present for you as we conclude our session?