

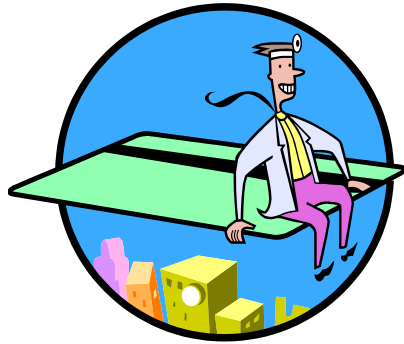
In God we trust!



everybody else
pays cash..



**In our
virtual
society..**



**Trust is
critically
indispensible**



Jim Burke – CEO Johnson & Johnson

- “You can’t have success without trust.
- The word trust embodies almost everything that you can strive for that will help you succeed. Show me any human relationship that works without trust, whether it is marriage or a friendship or in a social interaction; in the long run the same is true about business, especially businesses that deal with the public.”

Trust and business

- “Speed happens when people...truly trust each other” Edward Marshall
- “Values like trust and integrity literally translate into revenue, profits and prosperity.” P. Aburdene
Megatrends 2010
- “Mistrust doubles the cost of doing business”
John Whitney Columbia Business School
- “Trust is the most significant predictor of individuals’ satisfaction within their organizations.” Kouzes and Posner

Suppliers

SOCIETAL

The Market

ORGANISATIONAL

RELATIONAL

SELF

Associate

Church

Partner

Company

Club

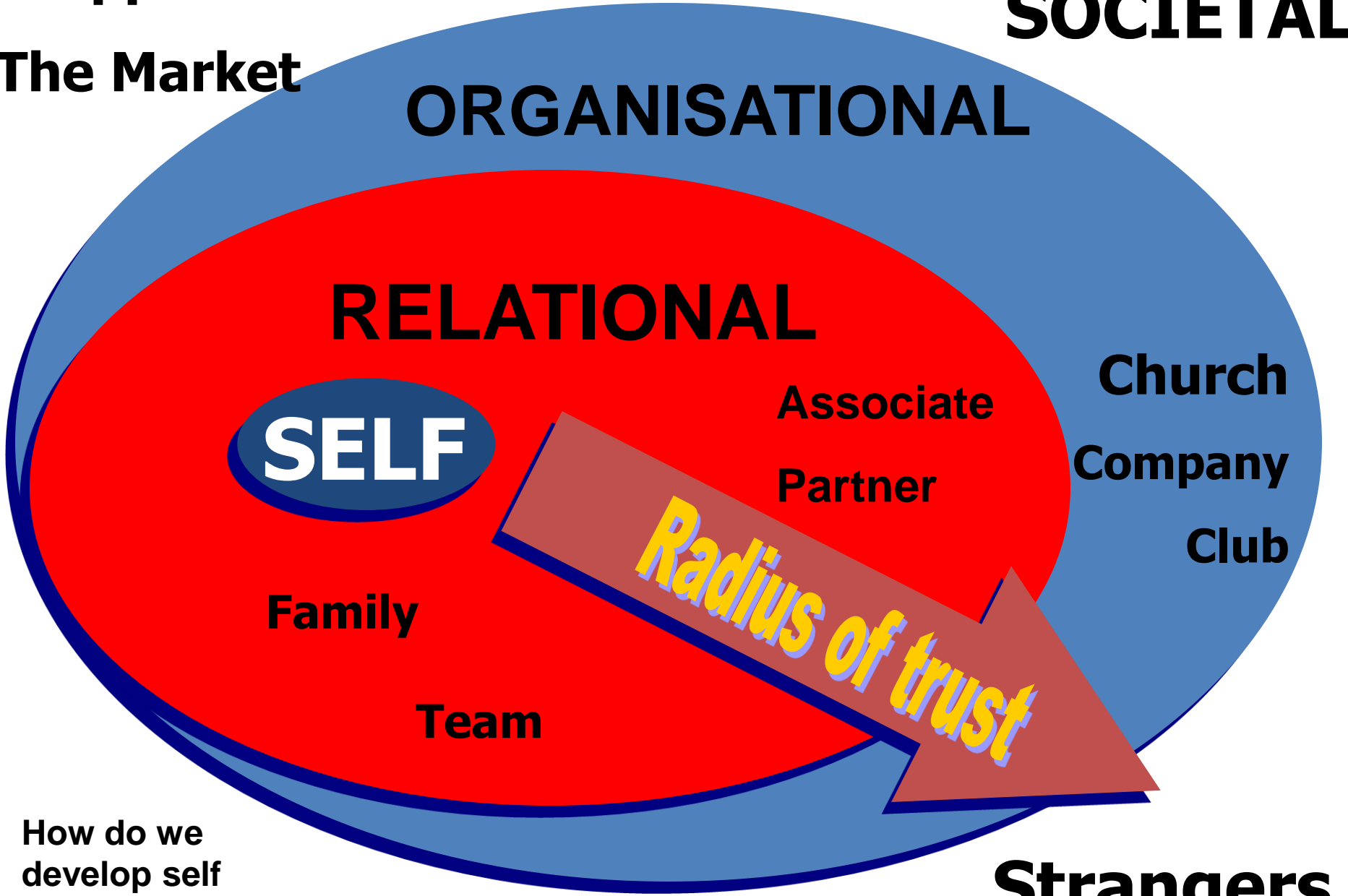
Family

Team

Radius of trust

How do we
develop self
trust?

Strangers



Certain
ethical codes
tend to promote a wider
radius of trust

**By emphasizing imperatives of
HONESTY, BENEVOLENCE & CHARITY
toward the community at large.**

This Weber argued, was one of the key outcomes of the doctrine of GRACE, which encourages higher standards of behaviour in realms far beyond the family.

TRUST which in his view was critical to economic life, **arose out of religious conviction** rather than calculation.

**It is by helping
people**

to trust,

**that they become
trusting people.**

JOB NO 1

**For treasurers is
not to organize,
count money,
and make decisions!**

IT IS TO

BUILD TRUST

Cultural context

Environment	Attitude	Supervision	Power & Authority	Systems
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No Trust	Toxic / Dysfunctional	Militant Resistance 'me first'	Overbearingly detailed	Redundant - doesn't work - Corrupt	Punitive	-80%
Very Low Trust	Unhealthy	Unhappy - many look for a way out	Politically divided	Defensive Posturing	Painful	-60%
Low Trust	Patronising	Hidden agendas	Bureaucratic	Cliques Favourites	Serve no purpose	-40%
Issues with Trust	Stuffy	Formal	Slow Approvals	Out of sync.	Misaligned	-20%
No Issues with Trust	Healthy	Cordial	Efficient	Few Politics	Aligned	0%
Trust is an Asset	Focussed	Collaborative	Partnering / Back up	Service & Accountability	Helpful & Constructive	20%
Trust as an Advantage	Fun	Effortless Cooperation	Voluntary Accountability	Innovative creativity	Source of communal learning	40%

**T
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-Tax/+Dividend

Head	Heart
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Strategy	Intent
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Head to	Understanding through straight talking and clear communication.	Sympathy - I know how you feel, because I have Listened and heard.	Thoughts
Heart to	Hearing by listening, to spoken words Seeing and looking for unspoken signals.	Empathy - I feel for your situation and the way you see things and results in expressed appreciation	Motives
Hand to	Service - I want to do things that will demonstrate my understanding of the situation.	Loyalty - I will do things that honour you because your friendship is important to me	Actions
History to	Explanation - If we open our past to each other we will understand where each is coming from.	Experience - I have been both hurt and triumphant - these influence my feeling.	Track Record
Soul to	Example - I will live and behave so that I am worthy of emulation.	Submission - Your peace and joy is important to me	Being

Hand	History
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Capability	Results
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Head to

Support - We can achieve results, thru the use of Talents, Attitude, Skills, Knowledge

Respect - I admire what you have achieved and the way you have behaved in the past.

Thoughts

Heart to

Consideration - I feel that I need to help you do what you have to do

Forgiveness - There are events in our past which we need to overcome through Grace.

Motives

Hand to

Cooperation - We can work together and achieve more through synergy

Results - The way that you have done things gives me confidence for the future.

Actions

History to

Skills - I have developed competencies which I am prepared to place at your service.

Diversity - We have different backgrounds, some experiences are shared, others contrast, some are in conflict

Track Record

Soul to

Openness - I am accountable to you for what I have done.

Humility - our achievement is the gift of others

Being

	Shared Circumstance	Soul
	Situation	Destiny
Head to	Confront Reality - We find ourselves where we are and have common cause in overcoming.	Wisdom - My thoughts and communication will serve to inspire and refresh your being.
Heart to	Commitment - Desire to further the cause whatever the challenge	Faith - I feel for the good in you, because you are a child of the almighty
Hand to	Learning - Examine the situation and learn from it. Develop an attitude of continual learning.	Sacrifice - I will put your interest ahead of mine because others made my being possible
History to	Expectations are created by precedent or promise. These need to be clarified	Purposefulness - my experience has indicated a purpose for my existence which gives hope for our future.
Soul to	Transparency requires that we be honest and forthright about the situation	Integrity shared because there is one greater than us both to whom we bow.

Building Organisational Trust



TRUSTED

COMPETENT

OPEN-ACCOUNTABILITY

RELIABLE

EQUITABLE

TRUST

REALITY

WORTHY

**Competent but
COVERT**

Power through secrecy.

P
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CELEBRITY

OPEN

RELIABLE

FAIR

INCOMPETENT

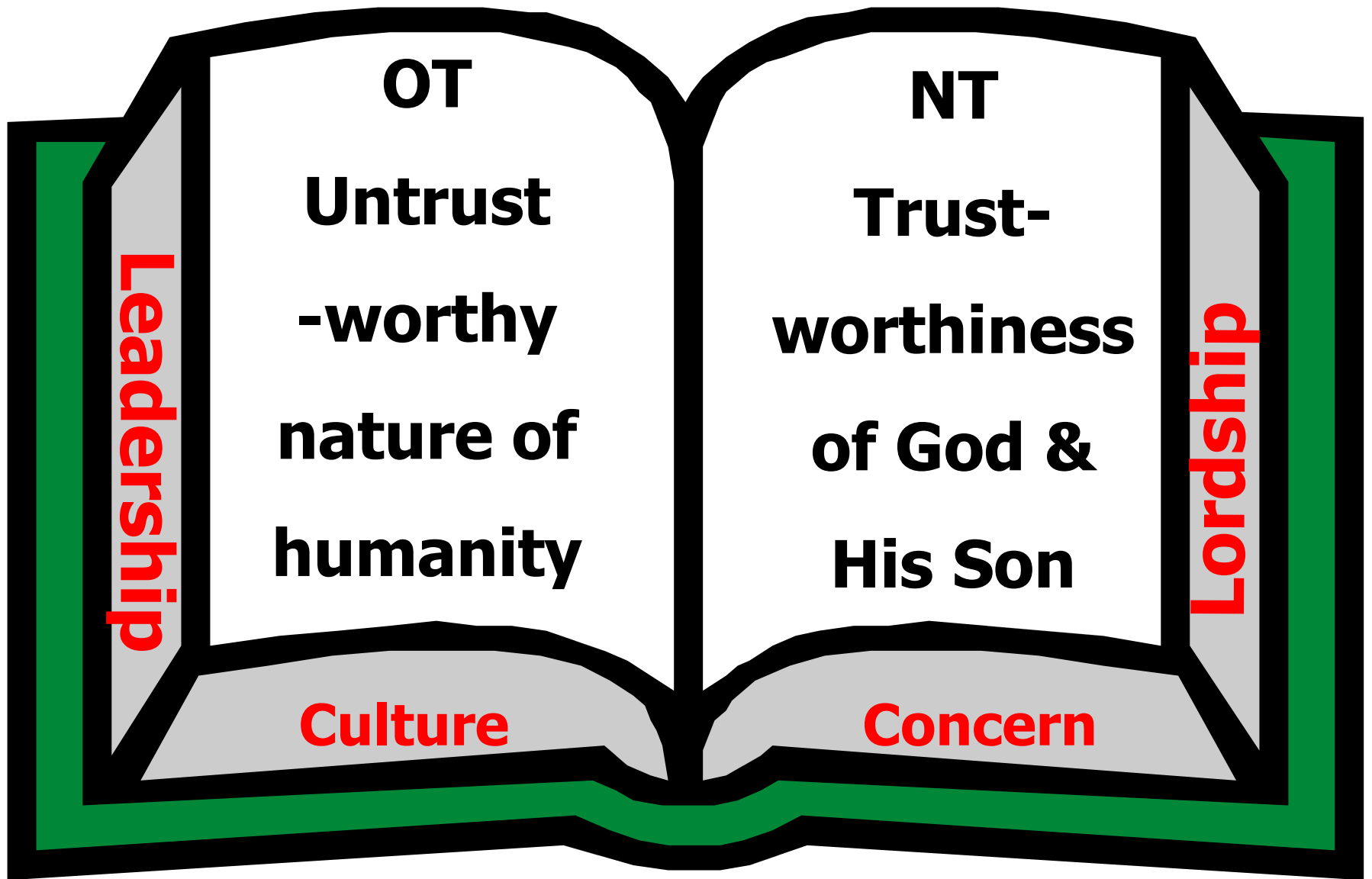
COVERT

WHIMSICAL

BIASED



Distrust is
not new!
Babel was a
monument
to self
preservation



OT

**Untrust
-worthy
nature of
humanity**

Leadership

Culture

NT

**Trust-
worthiness
of God &
His Son**

Lordship

Concern

RESULTS

RELATIONSHIP