

Trust in the Workplace

You can ask yourself, from my perspective and in my opinion -

In this organization, senior managers and supervisors
are available when I need them.
perform their tasks with skill
do the same thing every time the situation is the same
do not tell others about things if I ask that they be kept secret
treat me on an equal basis with others
would not lie to me
will not use information against me if I discuss problems with them
tell me what they are thinking
stick to promises they have made to me
make an effort to understand what I have to say.

And foster

Consistency by
telling the same story to each person they speak to
rejecting requests for special treatment based on friendship
treating opponents as courteously as they treat supporters
"staying the course" and persisting over time in the actions that they have decided on

Credibility by
reporting accurately what they have done
taking responsibility for errors as well as credit for accomplishments
failing to act as they said they would
describing correctly what will happen

Relevancy by
disclosing relevant information
openly sharing all information and not just information that is of little importance.

Respect by
Keeping the trust they are given

Adapted from: "Measuring Organizational Trust
Development of an Instrument to Measure Organizational Trust"
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