

Chart Your Change Now Newsletter

Change Your Thoughts and Change Your Life

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Five Elements of Effective Communication

- Be aware of your communication with yourself and others.
- Effectively use and interpret verbal messages.
- Effectively use and interpret nonverbal messages.
- Listen and respond thoughtfully to others.
- Appropriately adapt messages to others.

Dear Reader,

"You may be deceived if you trust too much, but you will live in torment if you do not trust enough"

-- Frank Crane



TRUST: A FRAGILE COVENANT

Trust is fragile. It takes time, attention and skill to build. And it can be tarnished or destroyed with a single act or a few miss-chosen words, often inadvertently.

In these uncertain times, when people may be reacting out of fear and anxiety about the future, it is more important than ever to feel a sense of safety; to establish trust and create a safe harbor.

When there's significant change and instability in the work or home environment, the uncertainty makes people less willing to trust. What they knew as truth or fact has changed. Who's to be trusted? As an example, it is taking time, and will take time, for people to recover their confidence over the global financial crisis.

So, think in terms of your our situation at work or in your personal life, what does it take for people to trust your judgment? Here are some ways to create and sustain trust:

- Don't take credit for other people's ideas and achievements
- Follow through on the commitments you make
- Don't sugar-coat information. If there's bad news, give it
- Don't spread rumors
- Don't promise more than you can deliver
- Be open, yet maintain your boundaries
- Accept others' differences, just as you want them to accept yours
- Reveal a bit of vulnerability. You too, can make mistakes.
- Give clear directions and set expectations
- If you are told something in confidence, keep it!
- Speak up for your staff when they're not there
- Give your staff a chance to grow and allow them to take calculated risks
- Remain calm and visible, especially in times of change and crisis

The rewards of building trust are a more fulfilling and more productive personal and business relationship. By focusing on trust, you'll gain employees who are:

- Higher performers
- Greater contributors
- Retained longer
- More loyal
- Stronger champions of you, your ideas and your leadership

In the workplace, relationships that work well are strategic and based on trust. They facilitate effort, decision making and your ability to get things done. They create good will, which is essential for others to trust your judgment. When you create good will, others are more likely to listen to what you have to say and give you the benefit of the doubt, especially when there is chaos, change or confusion.

"He who does not trust enough, will not be trusted"
-- Lao Tzu

I love hearing from you. Send your thoughts, questions, and comments. Click on [Just Ask Me](#).

TRUST COMPONENTS

"I'm not upset that you lied to me, I'm upset that from now on I can't believe you"
-- Friedrich Nietzsche

Trust Components

Trust and relationship are intertwined. Trust is an integral part of building relationships, and so are Willingness and Respect. While these components are the vital organs of a personal relationship, they hold true for professional relationships, as well.

Willingness is about liking someone enough to become personal with them, granting them the benefit of the doubt, extending yourself to gain mutual respect and trust. It is also about being willing to share thoughts, feelings and aspirations.

Respect is about how well you know the person, whether they will honor your intentions and whether they can accept both your differences and honor them.

Trust is about whether the person is trustworthy, whether they can follow through on what they say they will do and whether they have the strength, ability and character to gain and keep your confidence.

To develop Willingness and Trust, allow the other person to know your thoughts, feelings and aspirations.

To develop Respect and Trust, be honest. Trust and respect typically just happen or they don't.

To develop all three, work to identify and disclose your needs, wants and wishes in the appropriate setting (workplace or personal). And attempt to meet the needs of the other person as he/she clarifies theirs.

Ultimately, in any relationship, being true to oneself is the most effective component of the exchange. Become aware of judgments you may have and tell yourself the truth. Be intentional about the outcome you desire.

"The best way to find out if you can trust somebody is to trust them."

-- Ernest Hemingway

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Have a Joyful Month,

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