

Action Steps for Building Trust

Although sharing survey results can be difficult, especially when the results are negative, it is an important part of building trust. To maintain integrity, it is important to ensure that the sharing consists of openness, honesty, and lack of blame, with a focus on using the information to move forward in a positive direction. Consider the following four steps.

1. Include activities during regularly scheduled meetings so people who work together can get to know one another informally. Include yourself in the activities so that you show authenticity.
 - Ice breakers include a scavenger hunt called “Find Someone Who.”
2. Share team-building activities with leaders and have them report trust-building progress quarterly. It might be beneficial to have the leaders work with their teams to define how they will be reporting that trust is being built in the teams.
 - Use the “All About You” questionnaire to collect information about members and, with consent, share the information in a newsletter or on a bulletin board. Promote this as a way to celebrate the uniqueness of each individual.
3. Ensure you understand what is important to those you lead. This is not so you can always acquiesce but so you can cultivate empathy. Use the “Connecting Our Thinking” worksheet to connect what team members deem important to your school’s goals.
 - Find ways to provide direction while showing that what matters to others is important. This can be as simple as acknowledging someone’s thinking in a faculty meeting or a newsletter.
4. Continuously track how others are feeling about what is happening in your school.
 - Create a survey or find one online. Multiple surveys on both trust and, more specifically, team trust, are available online. Search for those entries.
 - Allow participants to complete the survey anonymously, so you get more accurate information.
 - Analyze the information, format the data, share them with team members, celebrate the positive, and address the negative. When doing this, compile the data so they are easy for others to follow; ensure the meaning is clear.