

PRAESTA

Weave The Golden Thread Of Trust

Trust - and how to sustain it - is the theme that runs through all of our conversations with leaders and their teams. Trust is the golden thread that holds people together and allows energy to flow.

Mistrust slows everything down and distracts from a team's goals. In teams that are working well, people trust each other enough to put mistrust on the table, and give each other the benefit of the doubt when things go wrong.

Virtual or hybrid working carries the risk that less thought is given to developing trust. Meetings can become transactional with human connection lost. We observe leaders making a conscious effort to find out where others are coming from, and to spot misunderstandings arising from different personality preferences or cultures. Time invested upfront can save the need for intervention later.

As leaders, might you reflect on how you:

- Give people confidence that you will do what you say you will do
- Trust them in turn to do what they are good at, and to ask for your help if they need it
- Create an atmosphere where people talk freely about the "how" as well as the "what"
- Frame questions to enable tensions and anxieties to be surfaced and addressed

In addition might you

- Listen in a way that demonstrates intent to understand, and recognize that enabling someone to work through an issue is often more helpful than bringing solutions
- Encourage honest conversations which help everyone to learn from setbacks, and then move on, with a deeper shared understanding
- Acknowledge how past leadership behaviours may have contributed to mistrust, and that trust needs work from everyone.