

# One Point Lesson | *Building Trust During Change*

**Purpose:** This document is to help build trust in your team(s). The necessary requirements for building trust and working toward a high performing team are: Vulnerability, Engaging in Dialogue, Commitment, Accountability and Results.

Trust makes high performing teams possible. As leaders we need to be very intentional in building and maintaining trust, with team members and across our collective team. Every change to a team provides the opportunity to build and reinforce trust.

Requirements for Trust	Actions That Work
<b>Vulnerability</b>	<p><i>Being vulnerable is the first step in gaining and extending trust.</i></p> <ul style="list-style-type: none"> <li>• <i>Be “open” and share about yourself. Admit what you don’t know.</i></li> <li>• <i>Invite people into a conversation that reveals more of who and where they are.</i></li> <li>• <i>Be curious and ask questions</i></li> </ul>
<b>Engage in Dialogue</b>	<p><i>Having healthy discourse is necessary for trust to occur.</i></p> <ul style="list-style-type: none"> <li>• <i>State opinions clearly. It’s healthy to have opinions, even if someone disagrees.</i></li> <li>• <i>Don’t create false harmony by avoiding disagreements.</i></li> </ul>
<b>Commitment</b>	<p><i>Commitments are important for individuals and teams to make.</i></p> <ul style="list-style-type: none"> <li>• <i>Commit to a shared purpose, organizational vision and team agreements.</i></li> <li>• <i>Take time to examine and reaffirm the commitments within your team.</i></li> </ul>
<b>Accountability</b>	<p><i>Accountability is the glue for every team to thrive together. It establishes respect and reveals character and credibility.</i></p> <ul style="list-style-type: none"> <li>• <i>Define what accountability means to the team and how you’ll know it’s happening.</i></li> <li>• <i>Create systems and prioritize time for practicing accountability and reflecting.</i></li> </ul>
<b>Results</b>	<p><i>When trust is in place, we can work efficiently and effectively toward results that reflect our shared commitments and purpose.</i></p> <ul style="list-style-type: none"> <li>• <i>Make sure team members understand team goals and ask for their input in how the goal can be achieved</i></li> <li>• <i>Celebrate the efforts and milestones of your team</i></li> </ul>

## Questions for talking with your team:

- Do you feel we have methods in place to communicate our concerns and ideas?
- What do you need in order to trust others on this team?
- Which of the requirements (Vulnerability, Dialogue, Commitment or Accountability) do you think our team should focus on?

**Payoff:** Intentionally focusing on the areas that build trust takes time but being part of a team that fully trusts each other means people are engaged, connected and performing above average.