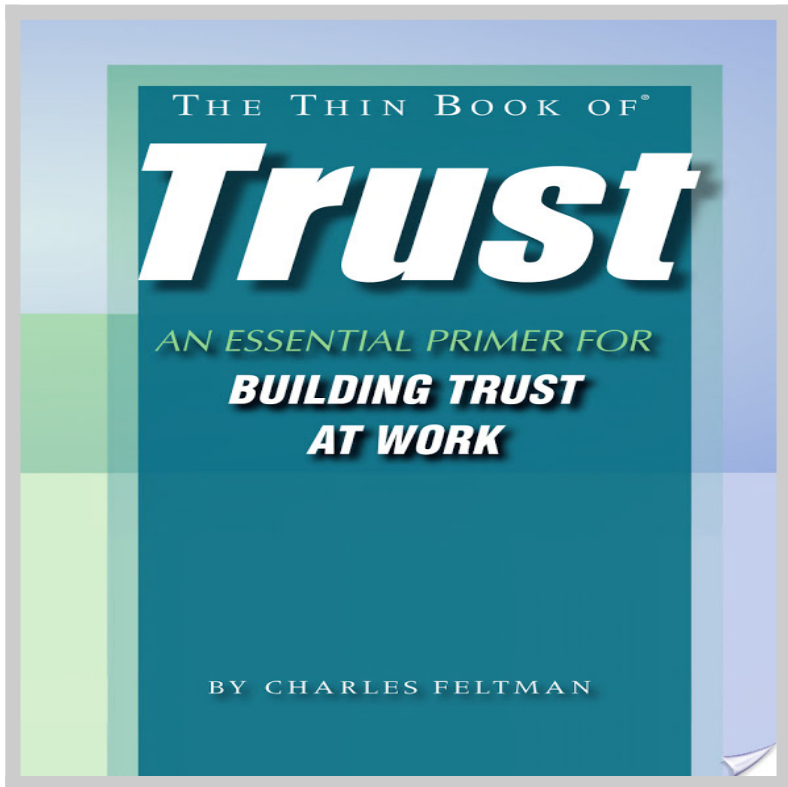


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The Thin Book Of Trust Book Preview

The Thin Book of® Trust is a small book about a very important subject. A lot has been written about trust: about what it is and what it can do for people, families, companies, communities and countries. Often, good work is being sabotaged by interpersonal conflict, political infighting, paralysis, stagnation, apathy, or cynicism. Almost always, one can trace these problems to a breakdown in trust. It not only kills good work, it also inevitably creates some degree of misery, annoyance, fear, anger, frustration, resentment, and resignation. By contrast, in successful companies where people are innovative, engage in productive conflict and debate about ideas, and have fun working together, one can find strong trusting relationships. Having the trust of those you work with is too important not to be intentional about building and maintaining it. The goal

of *The Thin Book of® Trust* is to give you enough clear and concrete language to understand and address issues of trust at work and includes some sample scripts. You will learn how to build and maintain strong trusting relationships with others, and repair trust when it is broken, by being intentional and consistent in your language and actions.

Understanding and consistently demonstrating trustworthy language and behavior will help you earn and keep the trust of the people you work with. The author, Charles Feltman, is a coach with many years of experience working with all kinds of people and organizations. For this reason, he's able to define trust in a way that I hope you will find eminently useful. First he defines trust as choosing to risk making something you value vulnerable to another person's actions. He then breaks the concept of trust down into 4 assessments. That means that instead of labeling someone as untrustworthy, you can dig deeper and define which of the 4 assessments you are struggling with. The 4 assessments are:

Sincerity Reliability Competence Care

This book includes a pull-out card with the 4 distinctions of Trust. You'll find it very useful in stimulating a conversation about Trust. If your training budget doesn't allow for a purchase of the Trust book for everyone, give everyone this card instead