

# Build trust with your team

Trust is a key element in creating an engaging, productive and healthy work team. As a leader, being trustworthy is about being dependable (doing what you say you will), being approachable (we trust leaders we like), ensuring your words and actions match (all of the time), and showing support for others (even when we make mistakes). Here are a few tips to help you build trust with your team.



## Work at it

Trust is earned, not given. You need to make a concerted effort to keep your promises, walk your talk, and align your behaviour with your values.



## Be honest

It is not always easy, but it is important to be honest and not just tell people what you think they want to hear. Communicate facts with sensitivity to feelings.



## Role model

Actions speak louder than words! Model the behaviours that you want to see in your team. Give credit where it is due, be open and honest, and be a team player.



## Consistency counts

Do what you say you will do – every single time. Your team will soon recognise if you don't keep your commitments and promises to them.



## Give and accept feedback

We don't always get everything right so be ready to acknowledge your mistakes, as well as your successes. Give (and receive) regular feedback from your team.



## Remember to listen

Sometimes you can learn more by listening than by speaking. Employ different strategies to encourage everyone to contribute and ask questions for clarity.

Remember that when your team trust you, they will have greater confidence in your decisions. Even during times of uncertainty, they will be influenced by you because they have come to expect that you will do what you say you will do. We're here to help if you need support in building trust or any other aspect of leading your teams.