



# Building Trust

Katie Dowling - Human Resources Business Partner

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## Meet our team for this HR Webinar:

### Your host



**LaQuinta Manuel**  
PLAD Curriculum  
Manager

### Your SME



**Katie Dowling**  
Human Resource  
Business Partner

### Your producer



**Rhett Davis**  
PLAD LMS  
Administrator



**Welcome!**



*Human Resources Professional with over 10 years of Human Resources and supervisory experience in various industries. Joined the Pathways team in July 2016.*

**Katie Dowling, Human Resource Business Partner**

## Polling Question



**For any human relationship to thrive, it has to be founded on trust.**

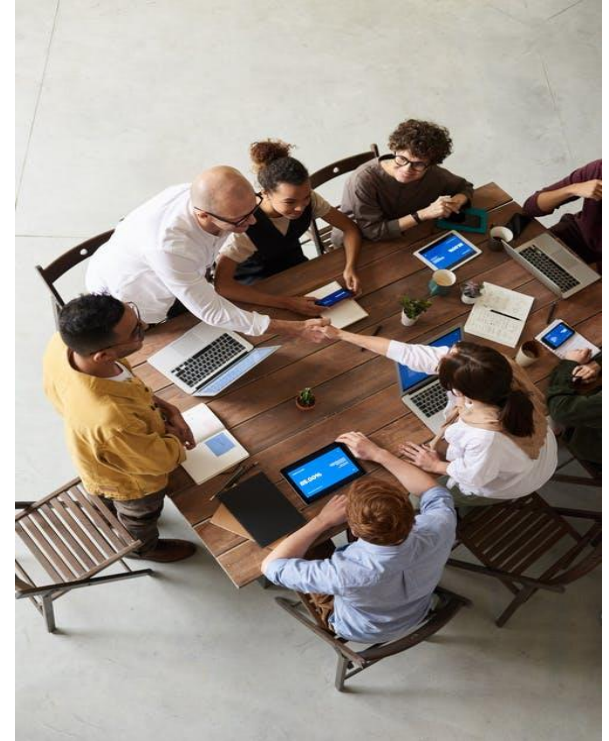
- A. True
- B. False

**Please select the appropriate response and click Submit.**

## Defining Trust in the Workplace

- Reliability
- Truth
- Ability
- Strength

Employees  Leaders



# Defining Trust in the Workplace

## Practical

Can be earned by being a steadfast leader; you meet commitments, show up on time, and do what you say you'll do. People rely on your competence and dependability. They trust you to get the job done.

## Emotional

People trust that you're on their side. They know you'll treat them kindly and respectfully, that you won't judge them for their setbacks, and they're comfortable telling you their honest thoughts, feelings, and ideas.

## It is important for managers to trust their employees

Leaders trust employees who:

- Take ownership
- Are accountable
- Meet goals
- Work independently without being micromanaged



## Discussion Question

What positive outcomes can trust bring to the workplace?



*Use your questions panel to type in your answer*



## People at high-trust companies experience 74% less stress

In a recent Accenture US study, researchers found that compared with people at low-trust companies, people at high-trust companies reported:

- 74% less stress
- 50% higher productivity
- 106% more energy at work
- 13% fewer sick days
- 76% more engagement
- 29% more satisfaction in their lives
- 40% less burnout

## Discussion Question

What negative impact can lack of trust have in the workplace?



*Use your questions panel to type in your answer*

## Impact of Lack of Trust

Collaboration and communication stagnates

Employee engagement decreases

Productivity falls

Workplace becomes unpleasant

Lack of commitment to organization



## Polling Question



**Which of the following, is the most common reason employees leave their job?**

- A. Lack of Trust and Autonomy
- B. Work-Life Balance
- C. Seeing Other Staff Leave
- D. Personal Reasons

**Please select the appropriate response and click Submit.**

## Supervisor's Role

Trust begins with leadership

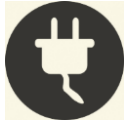
Trust is built through actions not words

Leaders who build trust operate with three basic principals:

- They give trust first
- They effectively communicate
- They “authentically show up”



## Polling Question



**Lack of trust in the workplace can lead to employees being disengaged?**

A. True

B. False

**Please select the appropriate response and click Submit.**



# Building Trust in the Workplace

Creditability

Relationships

Appreciation and gratitude

Feedback





## Credibility is a key component of trust and a vital element of effective leadership

- Be honest
- Admit when you do not know something
- Admit when you are wrong
- Do what you say you will do
- Be accountable for your job duties
- Be transparent





## Building relationships includes self-awareness

- Extend trust to others
- Include others
- Be mindful of your actions
- Give others an opportunity to talk/share ideas
- Listen with intent
- Take responsibility for mistakes/failures



## Demonstrate appreciation and gratitude without bias

- Show appreciation
- Acknowledge employees for their hard work
- Give credit where it's due
- Identify and avoid unconscious bias
- Unconscious bias creates loss in trust



# A feedback culture increases trust

Managers should be open to receiving feedback from their team members

Employees often feel uncomfortable sharing constructive feedback

Managers can grow a culture of feedback within their team to increase trust



## Case Study

Ryan is a supervisor for Pathways. He oversees a team of skilled individuals. Ryan's attitude is usually pretty stern, and when staff have opinions, he shoots them down immediately. Ryan has a tendency to micromanage his staff. He also took credit for one of the team's big projects when it was successful, but later on when there was a hiccup in the project, he blamed his team. Ryan maintains that each employee must be at work at 8:00 am, yet he consistently shows up around 9:00 am.

Ryan is having issues with low employee engagement and some of his team are leaving for other companies. How is Ryan's behavior impacting the team and how can he change in order to build trust?



**Use your questions panel to type in your answer**

## Virtual Team Building Activities

Video Conferencing

Ice Breakers

Virtual Book Club

Virtual Lunch

Virtual Walk/Exercise Challenge

Virtual Outing

- The Getty Museum – Los Angeles
- Metropolitan Museum of Art – New York
- The British Museum – London
- Eiffel Tower – Paris
- Alaskan Glaciers
- Disney Parks – California, Florida, Paris, Shanghai, Hong Kong, Tokyo



## Summary

Be transparent with your decision-making

Give employees autonomy to succeed

Listen to everyone's opinions

Take accountability for failures

Celebrate employee achievements

Prove your competence





## Questions



***Use your questions pane to type in your questions***





# We are here to support you!

## Human Resources Business Partners

Katie Dowling [Katie.Dowling@pathways.com](mailto:Katie.Dowling@pathways.com) AZ, CO, ID, NV, OR, WA

Tiffaine Richard [Tiffaine.Richard@pathways.com](mailto:Tiffaine.Richard@pathways.com) CA-PCS, IN

Monique Echols [Monique.Echols@pathways.com](mailto:Monique.Echols@pathways.com) CA-CCS

Sheena Kinnaman [Sheena.Kinnaman@pathways.com](mailto:Sheena.Kinnaman@pathways.com) PA (ReDCo and RDS)

Michelle Lopez [Michelle.Lopez@pathways.com](mailto:Michelle.Lopez@pathways.com) VA & Corporate

Louise Pines [Louise.Pines@pathways.com](mailto:Louise.Pines@pathways.com) IL, PA (CBH and PCS)

## Human Resources Directors

Trang Massie [Trang.Massie@pathways.com](mailto:Trang.Massie@pathways.com) AZ, CA,OR,CO,ID, NV, WA, & IN

Candice Ray [Candice.Ray@pathways.com](mailto:Candice.Ray@pathways.com) DC, DE, GA, LA, NC, VA & Corporate

Tiyauna George [Tiyauna.Walden@pathways.com](mailto:Tiyauna.Walden@pathways.com) IL, ME, PA & TN

## VP and National Human Resources Leader

Denise Carpenter [Denise.Carpenter@pathways.com](mailto:Denise.Carpenter@pathways.com)





## Our Next Session – Coaching and Mentoring

**Course Title:** VRT HR Series: Coaching and Mentoring

**Course Description:** Coaching and mentoring are critical in developing employees and elevating performance. In this session, we define both coaching and mentoring and their benefits. Coaching requires a continuous effort to make it part of your daily practices. We will also discuss Pathways mentoring program used across the firm.

**Session Faculty:** Louise Pines, Human Resources Business Partner

**Session Date:** May 21<sup>st</sup>, 2020

**Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST

**Course Duration:** 1 Hour



**Thank You!**

