



# Trust

/ Self-Disclosure

It can often be really difficult for people to be able to share personal information about themselves to another person. The ability to be able to do this in conversations that are open and honest, is the way we find out about one another, and build trust. Of course we need to exercise judgement on when we will do this and with whom, and we wouldn't do this with someone we felt that our self-disclosure and information would be abused in some way.

As a leader we really do need our people to open up to us and to share information so that we can support them in the workplace in both their performance and their personal development. We have to work at gaining this kind of open, honest relationship based on two-way exchange of communication.

The background is a solid teal color. There are two large, semi-transparent, lighter teal shapes that resemble stylized leaves or petals. One is positioned in the upper left quadrant, and the other is in the lower left quadrant. They are oriented towards the right side of the page.

**Trust IS:**

# **T**wo way

Take the time to 'step' into the other person's world and to understand where they are coming from and their perspective.

# Rapport

Performance and providing feedback reinforcing good performance and providing re-direction if it is not as you desire. Check your leadership style is appropriate if tackling underperformance. Is it because of something you the leader has or has not done?

# Understanding

Telling, teaching, showing, instructing, advising and more one way communication will be appropriate if someone is new to a task and does not have yet have competence.

# Skill

The goal in leading is to enable individuals to grow in confidence and competence so they gradually need less and less direction and input from the leader and take more responsibility for their results in their role.



# Time

Without the right resources we make it difficult for people to do an effective job. The leader provides plant, people, equipment, budget, time etc.



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**Two way  
Rapport  
Understanding  
Skill  
Time**

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