

Talking About Trust

Trust is an age-old issue of human interaction. Aristotle weighed in on trust: good sense, good character and goodwill were his top qualities for trust between individuals. What are yours? This resource is intended to encourage self-reflection – in my view, the essential place to start on the topic of trust. Include it in orientation materials for new board members. Draw from it when recruiting board members. As you evaluate your board’s performance, use the questions to engage members in conversation on assessing/strengthening trust. The name of the game is communication – make trust matter by keeping it front and center.

Speak from your own perspective, personal and professional.

About Trust

- How do you describe “trust”?
- What qualities in others enable you to trust them?
- What kinds of activities with others build trust?
- What kinds of interactions tell you there is trust present in a group?

About Distrust

- What are roadblocks to trust?
- What behaviors in others create distrust?
- What red flags within a group signal issues with trust?
- When trust is broken, how can it be repaired?

About the Value of Trust

- What outcomes have you experienced/witnessed when a group operates with a high level of trust?
- On a scale of most important to least important, where would you place trust as a requirement of a successful board?