

## Exploring Trust

Trust has to be earned and it goes two-ways. It's made up of lots of little things. When we have history with someone, trust (or not) develops based on past experience. But when we don't have that history? How do we decide whether or not to trust someone? How can we encourage them to trust us?

**Exercise:** Split delegates into 4 groups. Ask each group to title their flipchart paper with the words in bold and consider ONE of the following:

- Someone they know and trust.
- Someone they don't know, but would trust (e.g. a celebrity).
- Someone they know and **DON'T** trust.
- Someone they don't know, but **WOULDN'T** trust (e.g. a celebrity).

Delegates don't need to agree on one person, but each person should have someone in mind. They don't need to share who they are thinking of either.

Give each group a piece of flipchart paper and pens. They will complete the activity in 4 parts. Ask each group to move to another flipchart after each part. Allow 3 minutes for each part.

1. What is it about the person's character that makes you trust/distrust them?
2. What specifically do they say and do that makes you trust/distrust them?
3. How does that make you feel?
4. How do you/would you behave in response?

Allow 10 minutes for debrief. Discuss the factors that make and destroy trust – How many of these are within the individual's circle of control? – Most of them! However, remind people that how behaviours are interpreted isn't always the same as the intention. If they have a difficult/strained working relationship with someone, is it possible that their behaviour (or that of the other person) is being misinterpreted? What can they do about that?

Of course, this can be done virtually using Jamboard or similar whiteboard app.