

WORKPLACE CIVILITY: BUILDING TRUST

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CARE Presentation

What is Trust?



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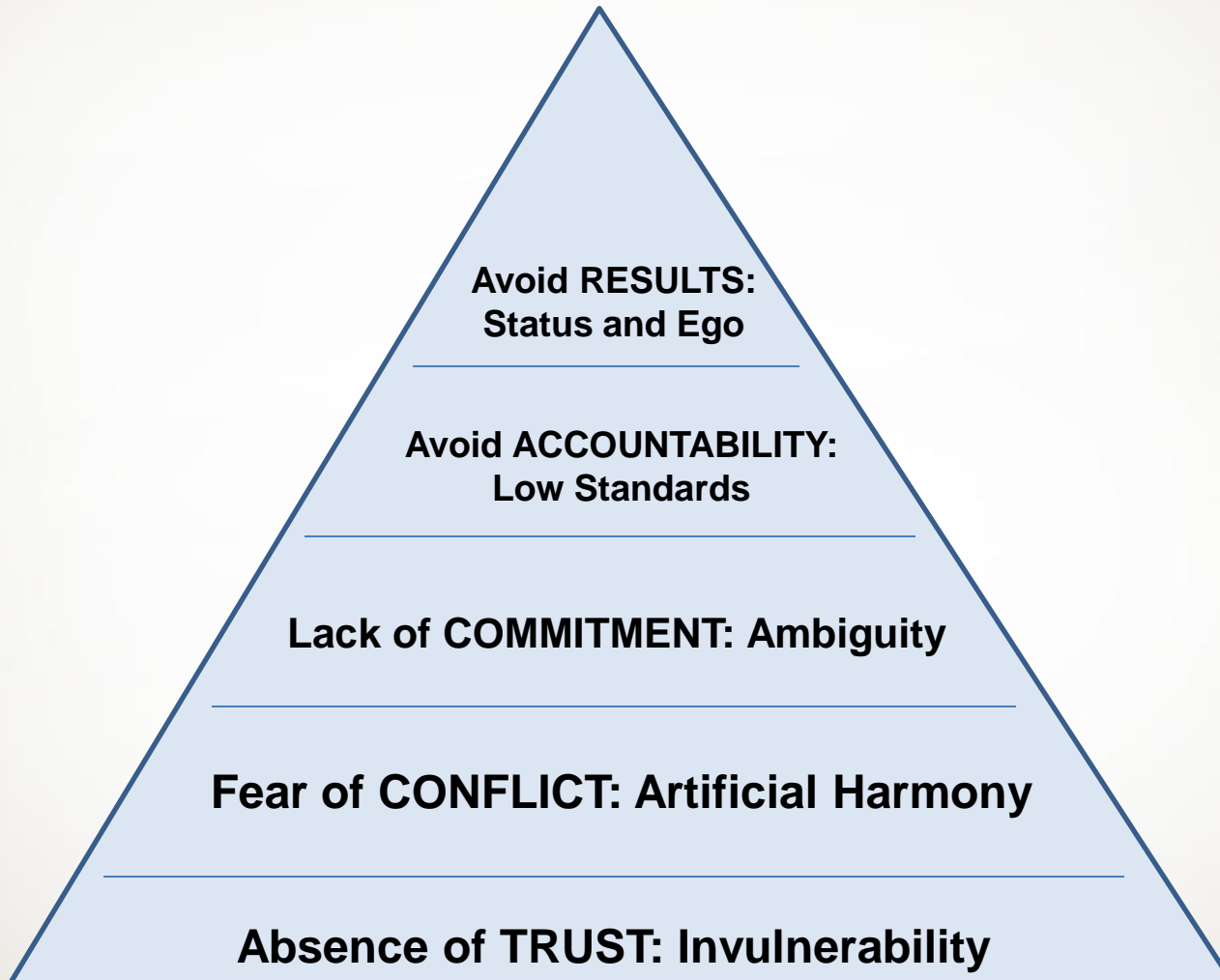
Trust is assured reliance or confidence on the character, ability, strength, or truth of someone or something

Merriam Webster's Collegiate Dictionary 11th Edition, 2006

Trust is Foundational



Trust vs Mistrust



Trust and Civility

- Trust is a moral philosophy
- Civility is the etiquette of trust

PM Forni, Choosing Civility: The Twenty Five Rules of Considerate Conduct

Trust and Workplace Civility

- Importance of Trustworthy Behaviors
 - Fostering of positive rather than negative experiences
 - Enables personal growth of all individuals in the relationship (self and others)
 - Enhances alignment of goals and work (individual and institutional)

Elements of Trustworthy Behavior

- **Pay attention—active listening**
 - Acknowledgement of others: “You matter to me”
 - Mutual respect: personal dignity reciprocated
 - Ask the clarifying question: interest in and understanding of message
- **“Disregard and proceed” (*Forni*)**
 - Common in workplace
 - Devalues work and messaging of others
 - Promotes self

Elements of Trustworthy Behavior

- **Speak kindly**
 - Make sure that you need to speak
 - Speak at unhurried pace with moderate tone
 - Ask the clarifying question: avoids misunderstanding
 - Speak with honesty and transparency
 - It is OK to be angry but be respectful/civil at same time

Elements of Trustworthy Behavior

- **Be willing to apologize**
 - Consideration that you might not know all and/or that you might be wrong
 - Works to repair relational damage
 - Be thoughtful and clear
 - Be earnest
 - Be sincere
 - Avoid excuses

TRUST

