

# Ten Minute Wellbeing Tips for Managers

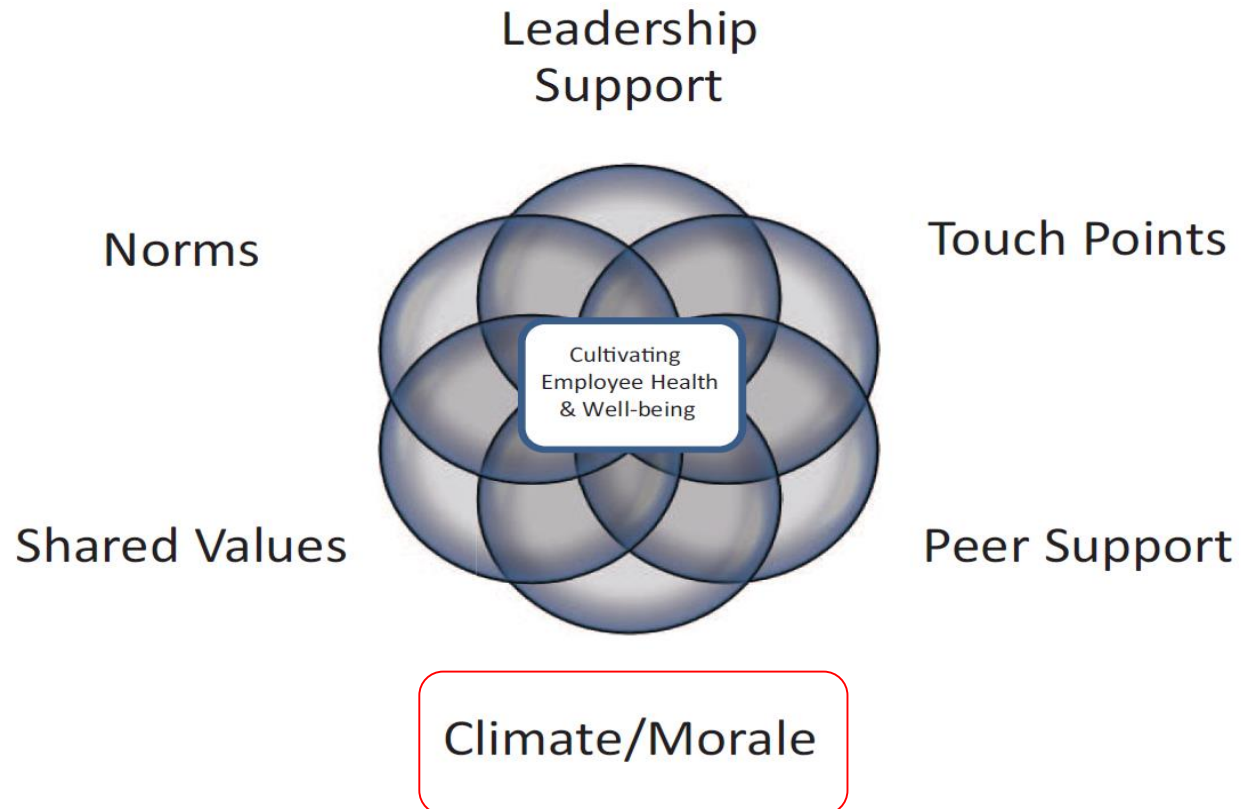


*Powered by the Office of Wellbeing*

*Vision: For our employees to leave work at the end of the day healthier than when they arrived*

# Theme: Sense of Community

## Episode 13: Building Trust



# Why is trust important?

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TRUST IS THE GLUE OF  
LIFE. IT'S THE MOST  
ESSENTIAL  
INGREDIENT IN  
EFFECTIVE  
COMMUNICATION. IT'S  
THE FOUNDATIONAL  
PRINCIPLE THAT  
HOLDS ALL  
RELATIONSHIPS.

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*Stephen Covey*



“Trust builds the bridge  
between the business need  
for results and the human  
need for connection”™

~ Drs Dennis and Michelle Reina

“Without trust we don’t truly collaborate; we merely coordinate or, at best, cooperate. It is trust that transforms a group of people into a team.”

~ Steven Covey

Trust



# Defining Trust

## trust noun

belief that someone or something is reliable, good, honest, effective, etc.

<https://www.merriam-webster.com/dictionary/trust>

*When I think about a  
colleague I trust, I feel ..*

*1.*

*2.*

*3.*

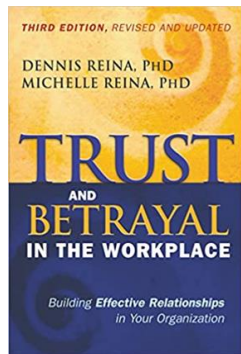
*4.*



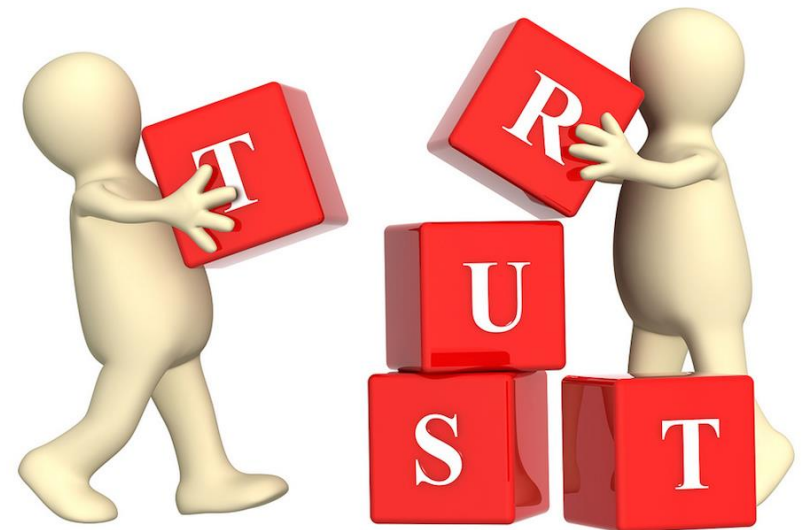
# Trust is built behaviorally

“Trust begins with you: with your attitudes, your intentions, and your behaviors with in your relationships”

~Drs Dennis & Michelle Reina



Trust and Betrayal in the Workplace, 3<sup>rd</sup> ed. 2015 p. 2





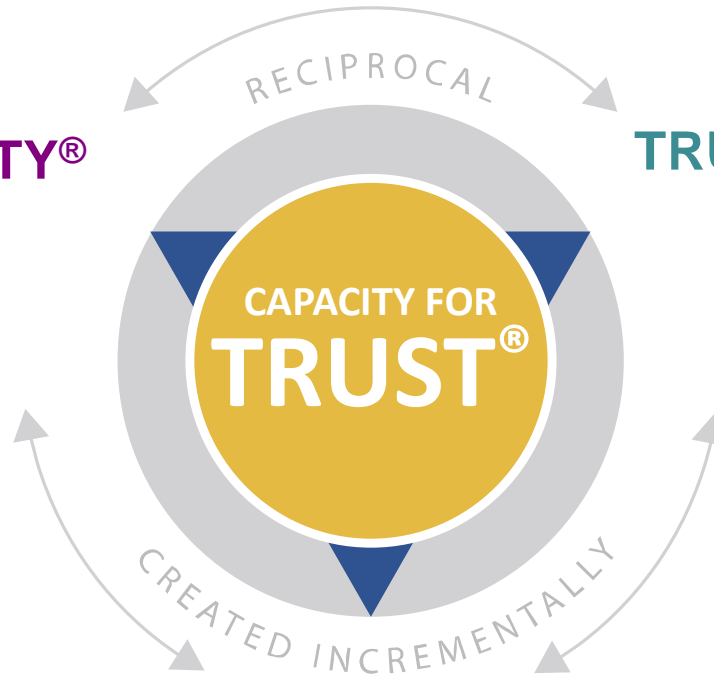
# Three Dimensions of Trust

## TRUST OF CAPABILITY®

- Acknowledge people's abilities and skills
- Allow people to make decisions
- Involve others and seek their input
- Help people learn skills

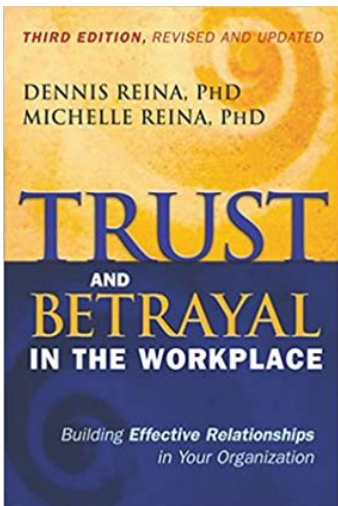
## TRUST OF CHARACTER®

- Manage expectations
- Establish boundaries
- Delegate appropriately
- Encourage mutually serving intentions
- Keep agreements
- Be consistent



## TRUST OF COMMUNICATION®

- Share information
- Tell the truth
- Admit mistakes
- Give and receive constructive feedback
- Maintain confidentiality
- Speak with good purpose

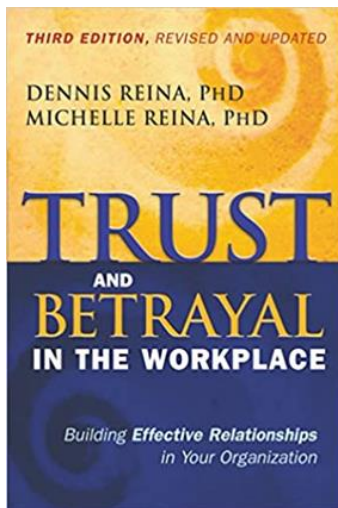


How do trust and well-being influence each other?



# Our well-being and capacity for trust are connected

“Our capacity for trust expands and contracts based on our experiences and the situations in which we find ourselves.”



2015 p. 120



# Enhancing Self-Trust & Well-Being through Self-Care

## ☀ Take Care of Yourself

- Your physical care (activity, nutrition, hydration, sleep, rest, relaxation)

## ☀ Believe in Yourself

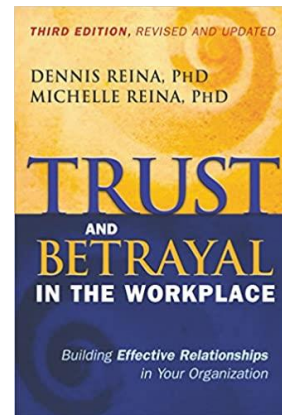
- Your inner self (honoring your capabilities, + self-talk)

## ☀ Make Room for Yourself

- Tune into your self (emotionally & spiritually e.g. EI, self-awareness, mindfulness, gratitude, etc.)

## ☀ Be a Friend to Yourself

- Be kind to yourself



2015 pp.182-190

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- Agenda tip # 15

Include opportunities in meetings for your team to contribute their input and participate in decision-making

- Manager tip # 17

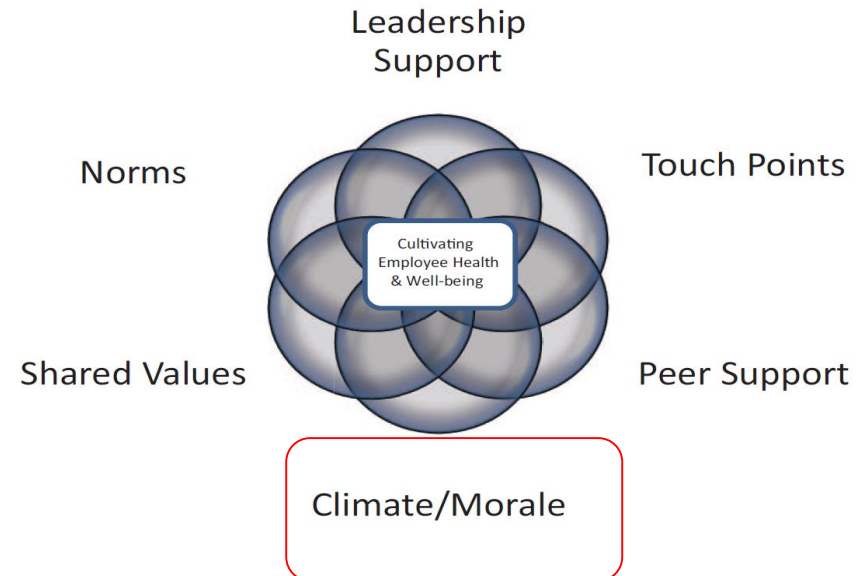
Have a no-tolerance policy for gossip. It may seem harmless but it is a major trust breaker.



# Theme: Sense of Community

## Episode 13: Building Trust

- Please answer two questions before you go!
- Next session:  
Progressive Muscle Relaxation



# Connect with Healthy at Hopkins and the Office of Wellbeing

## Healthy at Hopkins

- Access the portal via [my.jh.edu](http://my.jh.edu) and click on the 'Healthy at Hopkins' tile
- 833-554-4554
- [healthyathopkins@jhmi.edu](mailto:healthyathopkins@jhmi.edu)

## Office of Wellbeing

- <https://www.hopkinsmedicine.org/joy-at-jhm/office-of-well-being>
- [OWB@jhmi.edu](mailto:OWB@jhmi.edu)

## Follow us on Twitter and Instagram



@HealthyHopkins



@HealthyatHopkins

### Additional Wellbeing and Leadership Resources

- LinkedIn Learning
- Sure People

# What Question Do You Have?

