Developing Trust and Respect in the Workplace

Presented by
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How pervasive is the issue?
America will never be destroyed from the outside. If we falter and lose our freedoms, it will be because we destroyed ourselves.

— Abraham Lincoln
LACK OF TRUST

- Do we have respect?
- Do we hold each other accountable?
- Does everyone feel valued and respected?
- Do we embrace change?
- Do we respect each other’s differences?
INTERNAL ISSUES
MORALE

TURNOVER

I QUIT!
Distrust and Disrespect

- Write down what you believe to be the problem
- Solicit additional information
ASK QUESTIONS

Brainstorm.

Think of a person you **respect**

1. Think of a person you **trust**

2. Think of a person you **don’t trust**

3. Think of a person you **don’t respect**
• Can you give me an example?
• What key traits build respect and trust?
• What does that look like in our business?
What have been the ripple effects?
Problems
INDIVIDUAL COMPANY

Withholding information

TRUST
Do it for the company.
Distrust breeds distrust.
NO TRUST = NO RESPECT

- Integrity
- Communication

Is now a good time?
DIFFERENT Communication Styles

1

2
Deductive  Inductive

Point first, details second  Details first, point second

THINKING STYLES
Get to the point!
• Detail
• Detail
• Detail
• Detail
• Detail
Deductive

• Practice patience
• Ask for an overview statement up front

Inductive

• Tell yourself your story before you walk in
Driver

Relater

Innovator

Analyzer

PERSONALITIES
LEARNING STYLES

Visual  Auditory  Kinesthetic

Keep it as simple as possible.
Make sure they …

- Have it written down
- Can paraphrase the information back to you
Take the time.
Trust, respect and integrity start at the top.
Lay down the ground rules.
DISRESPECTFUL BEHAVIOR

1. Confront it
2. Describe the impact
3. State expectations
3a. Get them to voice the change

CHANGES AHEAD

DISRESPECTFUL BEHAVIOR
Code of conduct
Mission statement
Core values
Core Values
EMPLOYEE HANDBOOK
KAIZEN

Good Change