

# TRUST



## **Building & Maintaining Trust and Approaches to Repair after Breach**

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TRUST

V's

CONTROL



# Why is TRUST Important ?



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# EFFECTS OF TRUST IN WORKPLACE



**Trust in Leader**

**Identification**



**Trust in Co-Worker**

**Psychological  
Safety**

# The Dark Side of Trust

*Trusting without evidence or consideration*

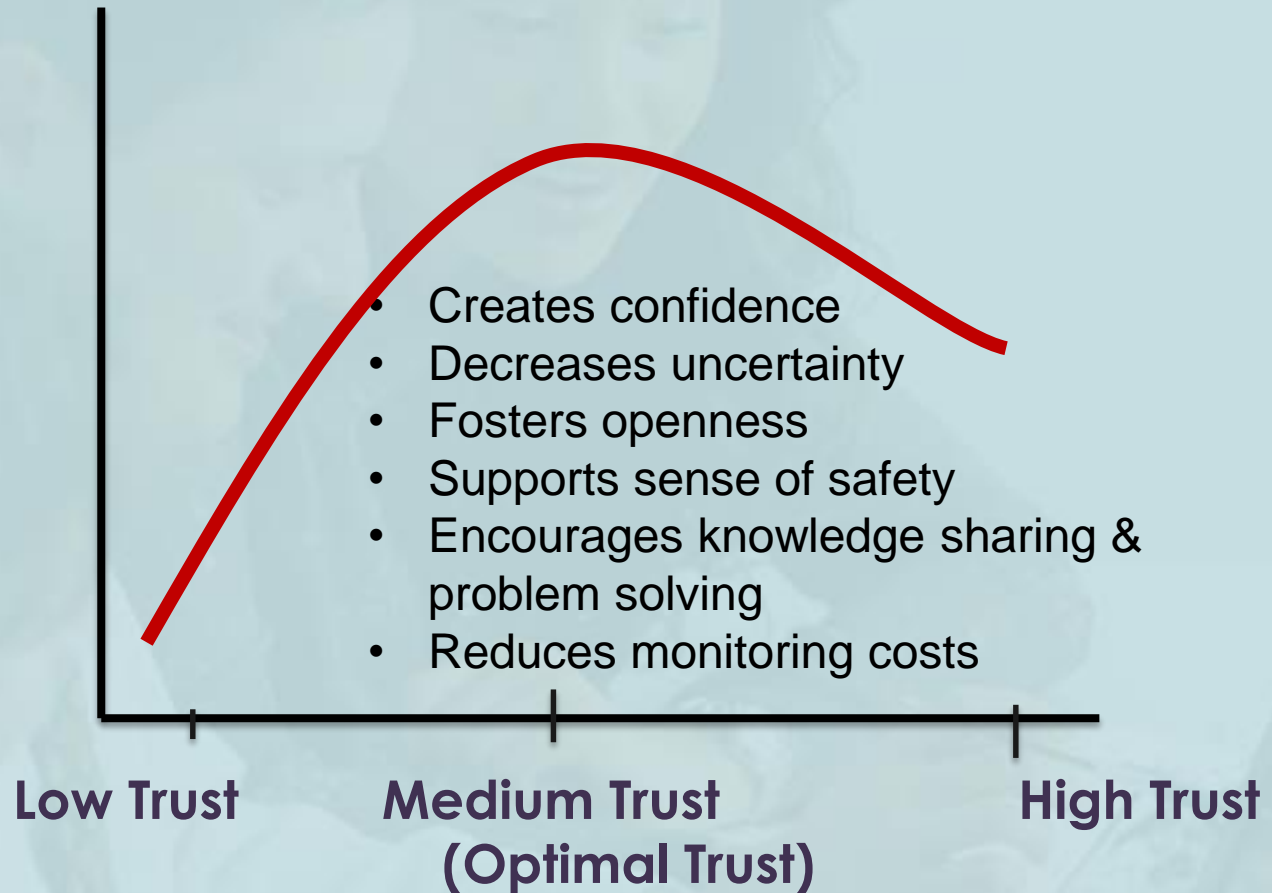


- Blind Acceptance (e.g. traditional nurse role to doctors decisions)
- Groupthink (strong relational bonds and values)
- Accepted Culture – “this is how we do things here.....”

# High Trust is not the panacea

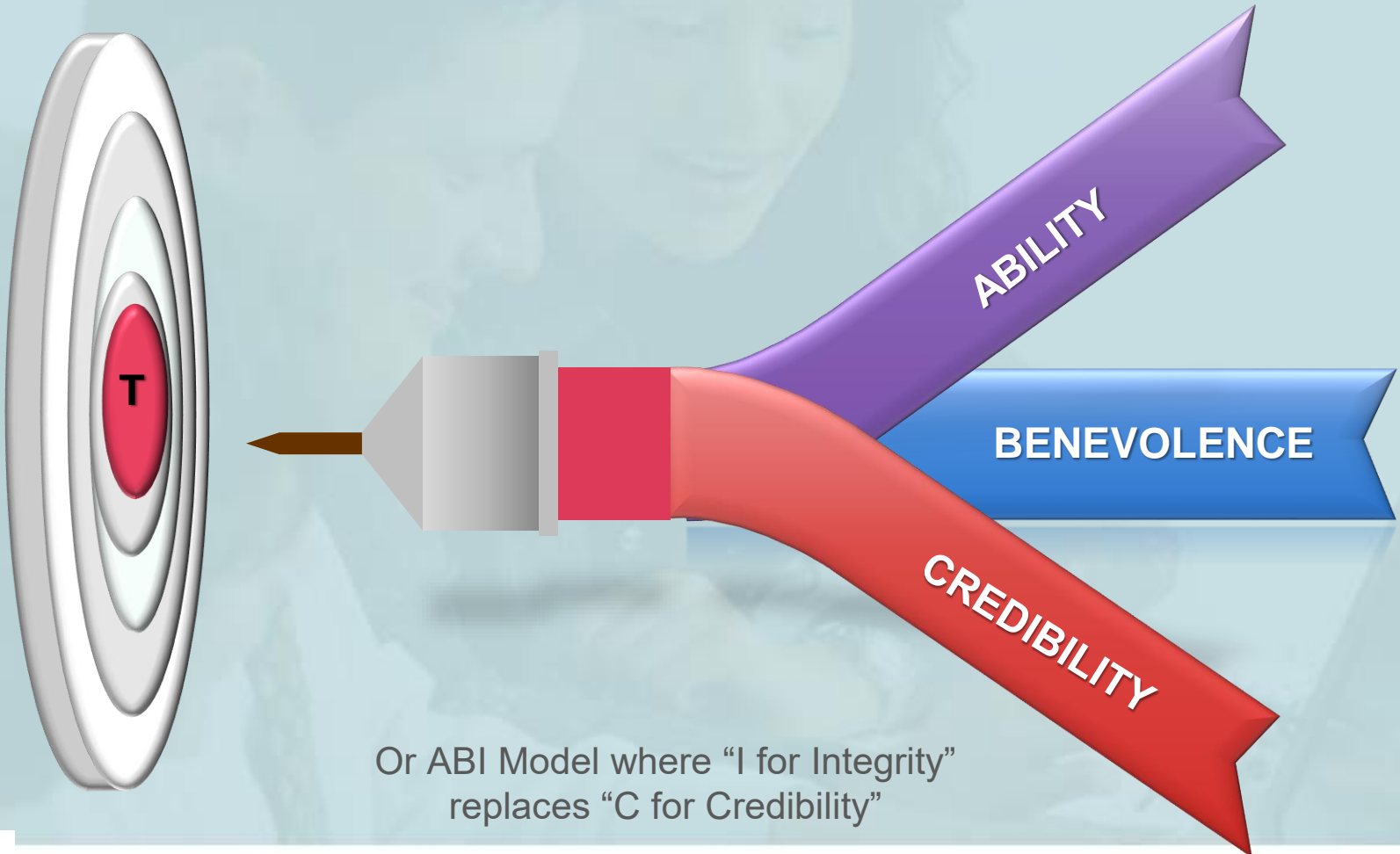
High Performance

Low Performance



# HOW WE ASSESS TRUSTWORTHINESS

## The ABC - Model



# What can we do to transmit Trust Cues ?

01

Ability-  
Competence



02

Benevolence.



03

Integrity -  
Honesty





# TRUST BREACH



# WHAT SORT OF BREACH WAS IT ?



BENEVOLENCE



## Personal –Internal

- *Apology*
- *Admission*
- *Explanation*
- *Penance*
- *Behaviour*



**TRUST  
RENEWAL ?**



## External Control

- *Training*
- *Monitoring*
- *Structures*
- *Third party*
- *Punishments*

# You are key players.....



**BUILDING  
TRUST IN A  
POST-TRUTH  
WORLD**