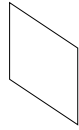


I INSIGHTS



HOW TO BUILD TRUST IN THE WORKPLACE.



DR. NANCY GRASMICK
**Leadership
Institute**

A I

The Dr. Nancy Grasmick Leadership Institute is an interdisciplinary research and action-based institute at Towson University. The Institute provides a continuum of leadership development opportunities for individuals and organizations that drives personal, professional, and organizational success. Programs focus on transformational outcomes, improving workplace culture and engagement, talent attraction and retention, and addresses today's most challenging issues.



H

:

- **Invite feedback from direct reports:** In as many 1:1 meetings as possible, ask *“is there any feedback that you have for me that would allow me to better support you and your work?”* this question helps to open the door to more open and honest dialogue, while also providing input for enhancing your performance
- **Recognize that there is no such thing as a “trust neutral interaction:”** With each action or interaction with a team member, you are either choosing to increase levels of trust or you are choosing to erode it
- **When you make a mistake, own up to it:** Apologize and share with others what you learned— demonstrating vulnerability and humility helps to increase levels of trust
- **You’ve got to give trust to get trust:** If people feel that they are micro-managed, they will likely not feel trusted and will therefore be less likely to trust you



M

ERIN MORAN is the Institute's inaugural executive director, leading the overall operations and fiscal management of the Institute. Moran has spent most of her 24-year career dedicated to developing leaders who create inspiring work environments that enable people to be fulfilled while also achieving extraordinary business results. Moran believes 'we create a better society when people work in healthy environments.'