

Trust: "Reliance on the character, ability, strength, or truth of someone or something."

***Think about that definition for a moment. Trust means that you rely on someone else to do the right thing. You believe in the person's integrity and strength, to the extent that you're able to put yourself on the line, at some risk to yourself.

Tools For Building Trust

“Building trust does not happen by accident”: How to prioritize trust and build this amongst your team?

I. Sharing and Giving away one’s authority

Any action to show trust by allowing others to decide and act will strengthen their trust in you.

- Rotate responsibility in preparing a meeting.
- Delegate decision making.

II. Keep Your Team Members Informed & Let Team Members Shine

- Clear communication (perhaps both orally and in writing).
- Remember to empower.

III. Keeping Leaders accountable (Camp Counselors Responsible):

- Hold team leaders accountable for building trust with and between their team members.
- Instead of demanding easy consensus, teach your team members how to discuss alternative ideas and approaches in pursuit of the best approach.

Tools For Building Trust cont'd

“Building trust does not happen by accident”: How to prioritize trust and build this amongst your team?

IV. Open Communication - *You need to get everyone on your team talking to one another in an honest, meaningful way.*

- **Create a team charter** that sets expectations and encourages team members to ask questions and discuss his/ her expectations. This charter should be revisited regularly.
- **Get to know each other personally** - set time for informal discussions that enhance relationships more broadly and allow the madrichim (counselors) to share their vulnerabilities in terms of their work in camp and beyond etc.

V. Show your vulnerabilities & Tackle Difficult Issues:

- **Show your vulnerabilities.** If you make a mistake, admit it. If you are interested in feedback on your performance, ask for it and then do something positive with the input. Make certain to loop back and thank the team members who provided constructive input.
- **Do not let the difficult issues linger.** Remember, everyone is watching you, and the clock on your credibility is running.
- **Always match your words with your actions.** The "do" must match the "tell" or your credibility will suffer and trust will fade.

Tools For Building Trust cont'd

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Three Final suggestions...

A- Hold regular one-on-one meetings - Ask team members to bring a “catalog” of their work. This ensures that part of the time is spent on the important items and not just on fire drills. If they are falling behind in a way that creates risk, encourage them to tell you (and don't shame them). **People need to feel safe telling you about their problems, or you won't be able to help resolve them.**

B- Be fair when giving feedback. Set clear standards for assessing performance at the start of the summer. When giving feedback during your one-on-ones, make sure you do so equally based on the standards you originally set. This way everyone will know what is expected of them and be held mutually accountable for their actions.

C- Approach those who may be struggling silently. Some team members may not feel comfortable approaching you with a problem. Signs that someone may be having a hard time include: demotivation, lack of productivity, high stress, or trouble focusing.

Trust Tool

A - What are my strengths in building a team of TRUST?

1-

2-

3-

B- Top 3 areas I plan to work on this summer to build TRUST amongst my team:

1-

2-

3-

Trust Tool cont'd

C- How will I model trust this summer?

1-

2-

3-

D- How will I know if I am successful? What tools will I use to assess this?

1-

2-

3-