

# Enhancing Personality development

# Trust

- Is a firm belief in the reliability, truth, or ability of someone or something.
- Trust is a confident belief in someone or something.
- It is the confident belief in an entity:
  - To do what is right
  - To deliver what is promised
  - To be the same every time, whatever the circumstances

# Maintaining Trust

- Being trusting
- Being trustworthy
- Building interpersonal trust
- Reestablishing trust after it is broken
- Trusting appropriately
- Trust & Friendship
- An activator or accelerator

# Trust Is .....

- Tangible
- Measurable
- Learnable
- Practiced
- Essential

# Waves of Trust

- SELF
- Relationship
- Organizational
- Market
- Societal

You are trusted to the degree that people believe in your ability, your consistency, your integrity, and your commitment to deliver

DO PEOPLE BELIEVE IN YOU?

- “Without trust, influence diminishes” -

Vanessa Hall

- “To be trusted is a greater compliment than being loved”

George MacDonald

## **Benefits of Trust**

- Engagement
- Innovation
- Energy
- Passion
- Results

## **Barriers of Trust**

- Fear
- Negative Experiences
- Individualism

# How to Build Trust

- Provide CLARITY
  - Communication = Clarity
  - CLARITY
    - Learning Intentions
    - Success Criteria
    - Feedback
- Practice CONSISTENCY
- Value Competency
- Create a safe place to fail
- CARE for one another
- Foster Contribution
- THINK!
- Develop a Mind to Long Term Mindset
- Focus on the CLIENT!



# Trust Equation

- Trustworthiness = Credibility + Reliability + Intimacy  
Self-orientation
  - **Credibility** relates to our words and is revealed in our credentials and honesty
  - **Reliability** relates to our actions and is revealed by keeping our promises
  - **Intimacy** relates to our emotions; people feel safe talking about difficult agendas
  - **Self-orientation** relates to our caring and is revealed in our focus (us or them?)

# Trustworthy

able to be relied on as honest or truthful.

You can depend on me.  
I will not let you down.  
I will keep my promise.  
I will not disappoint you.  
I give you my word.

# To become a trustworthy person...

Consider others' interests to be as important as your own.

Never repeat confidential information.

Keep every promise you make, even if it hurts.

Be punctual and reliable at work .

Be loyal to those who are counting on you.

Always be authentic...no games, no hidden agendas.

***Never say anything you would not want broadcast.***

***Never write anything you would not want published.***

# Building Interpersonal trust

- Interpersonal Trust is the perception you have that other person will not do anything that harm your interest

# Trust and Organization

## EXTERNAL

- Between the two organisations
- Between the organisation and stakeholders

## INTERNAL

- Between Co- Workers

# IMPORTANCE OF INTERPERSONAL TRUST

- Cordial Environment
- Target Fulfillment
- Less Turnover Rate
- Enthusiasm Among Employees
- Sound Relationships
- Better Communication
- Delegation Of Authority And Responsibility
- Defensiveness

# How to create Trust??

- Keep the commitment and Promises
- Get involved
- Be confident
- Be accessible

# Anger Management



# Anger Meaning

- Anger is a basic human emotion that is experienced by all people. Typically triggered by an emotional hurt, anger is usually experienced as an unpleasant feeling that occurs when we think we have been injured, mistreated, opposed in our long-held views, or when we are faced with obstacles that keep us from attaining personal goals.
- Anger is a completely normal, usually healthy, human emotion. But when it gets out of control and turns destructive, it can lead to problems—problems at work, in your personal relationships, and in the overall quality of your life. And it can make you feel as though you're at the mercy of an unpredictable and powerful emotion.

# Nature of anger

- Anger is a feeling
- Anger is an emotion
- Anger could be a start of something deeper, like rage or violent actions and reactions.
- Anger is a natural, adaptive response to threats.
- It is accompanied by physiological and biological changes; when you get angry, your heart rate and blood pressure go up, as do the levels of your energy hormones, adrenaline, and noradrenaline

# Guidelines for managing anger constructively

- Show mutual respect
- Name the problem
- Find solutions
- Choose the best solution
- Congratulate yourself
- Review the solution that was picked

# Dealing with an angry person

- Listen
- Relate & Empathize
- Invite their views

# Managing Anxiety & Fear

- Breathing
- Progressive muscle relaxation
- Building ones self esteem
- Avoiding self blame
- Taking risks
- Tolerating failure
- Celebrating success