

# Enhancing Team Trust



Check in

**Mindfulness moment**

Enhancing Trust

**Share in small groups**

Discussion

**Closing**

The image features a dark blue background with abstract, flowing green shapes on the left side. A red line drawing of a plant with several leaves is positioned in the lower-left corner. The text "3 words that describe how you feel today...." is centered in the right half of the image in a white, serif font.

3 words that describe how  
you feel today....

What is  
most  
important?



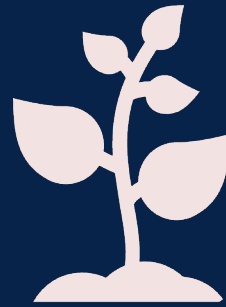
# Human Needs for Psychological Trust



Inclusivity &  
Belonging



Respect &  
Dignity



Autonomy



Self- Esteem  
Value



Safety &  
Security

# — Inclusivity & Belonging *Triggers*



1.

Decisions made  
without our  
input

2.

Finding out  
others are  
talking critically  
about us

3.

Language of the  
org. excludes us  
consistently

— Respect & Dignity  
*Triggers*



1.

Criticized in  
front of others

2.

Impolite or rude  
communication

3.

Lack of  
autonomy;  
micro-managed

# — Self Esteem & Value *Triggers*



1.

Lack of  
recognition for  
contributions

2.

Unable to move  
up at the org

3.

Being ignored,  
dismissed



# — Safety *Triggers*



1.

Pay is too low;  
benefits  
insufficient

2.

No action when  
harassment or  
abuse is  
reported

3.

COVID  
protocols not  
adhered to

*What trigger  
do you most  
relate to for  
yourself?*

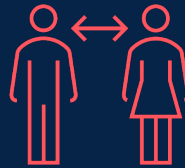
*When might you  
have  
inadvertently  
done something that  
triggered others?*



# Trust indicators.... What else?



**Keeps  
confidences**



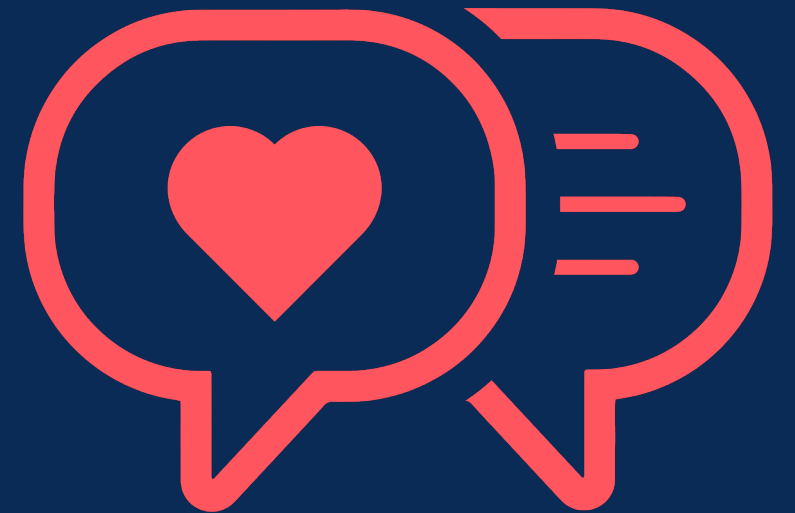
**Doesn't talk  
negatively  
about others  
when they  
aren't there**



**Listens well**

**Empathy is healing**  
**Judgment is harmful**

Empathy is the  
Communication  
of.....



**Compassion** **Rapport**

**Trauma-informed care**

**Caring**

**Humility**

**Kindness**

**Understanding**

**Good will**

**Respect**

**Therapeutic-alliance**

**Perspective-taking**

Judgment  
is the  
Communication of...







**Bias**   **Condescension**  
**Condemnation**   **Stigma**  
**Stereotyping**   **Discounting**  
**Negative attitudes**

# Core Empathic Communication Strategies

1. Open-ended questions
2. Normalize or Affirm Strengths
3. Empathic Reflection



Next Session March 3:  
Mitigating Bias & Stigma

- Session 6: Self-care

