

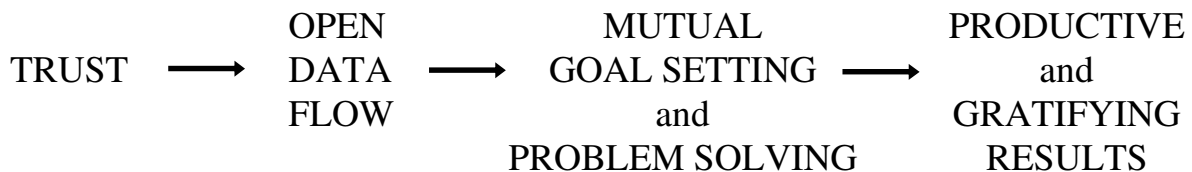
# The Effect of TRUST on Results

## Trust is defined as,

"...an individual's confident expectation that another person's behavior will be consistently responsive and supportive to the mutual interests of both persons. It is a belief that the other person is able and willing to act in accord with mutual norms and agreements."

This is a definition of what we choose to call "operational trust," a most essential ingredient in productive working relationships. As people move toward "operational trust," the results of the working relationship and the relationship itself are likely to be increasingly productive and gratifying to the persons involved.

Drs. Jack and Lorraine Gibb introduced their famous "trust theory" many years ago. Stated in the formula below, it looks like this:



Increasing trust leads to increased willingness to share data openly which, when experienced, reinforces the participant's trust of each other. The increased open data flow also enables increased effectiveness in mutual goal setting and problem solving (assuming proper tools & technologies are applied). Effective goal setting and problem solving are crucial to increasing productive and gratifying results.

The way to increase trust is to "risk" more open sharing of information through effective two-way communication.

From: "Developing and Managing Open Organizations" - Mink, Shultz and Mink

**This resource article provided to you by:**

PROFOUND  RESULTS

Ron Morey  
President & CEO

"Intelligent solutions delivered with innovation & integrity ~ one Company at a time!" ©

9523 - 112<sup>th</sup> Avenue NE  
Kirkland, WA 98033

[Ron@ProfoundResults.com](mailto:Ron@ProfoundResults.com)

CONSULTING EXCELLENCE

Phone: (425) 417-7777

Fax: (206) 203-1777