

BUILD A CULTURE OF

TRUST

A team's culture can directly influence its effectiveness. One of the most important elements of a team's culture is how much trust the group has in one another. This culture of trust is built upon one or more of five building blocks.

BUILDING BLOCKS OF TRUST

HONESTY

Tell the truth to develop trust. Group members are genuine, truthful, sincere, and fair. They are free from deceit or fraud, and are honorable in principles, intentions, and actions. ★

GOOD WILL

Trust is built by acting in good faith toward others. Group members are friendly, show kindness and a desire to help others. They have cooperative feelings or attitudes toward one another. ★

COMPETENCY

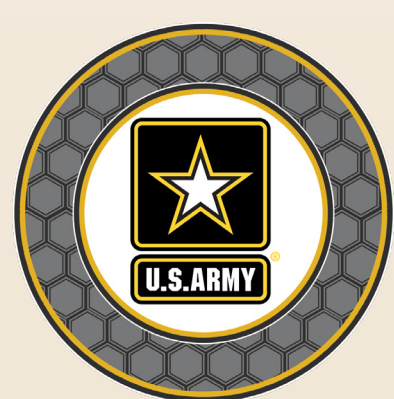
Doing your job well can establish trust. Group members possess the required skill, knowledge, or qualification. They are efficient and capable of doing the job. ★

OPENNESS

Be vulnerable to grow trust in a relationship. Group members show vulnerability by disclosing or revealing knowledge, thoughts, or even feelings. ★

RELIABILITY

Be dependable and consistent to create trust. Group members depend on one another confidently. They are consistent in quality of achievement, accuracy, or performance. ★



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