

Simple Ways to Build Trust

How to Build Trust and be a Role Model.

- 1. Be honest** – if you tell the truth, your students will trust you. Always be honest especially when no one is looking.
- 2. Respect your student** – treat your students with the same respect you would show the President of your country. Respect their time as well by never being late.
- 3. Sincerely care** - when you truly care about others, it is hard not to trust you.
- 4. Ask open-ended questions** – learn more about your student and be interested in their answers. Open-ended questions give your student the opportunity to tell you about themselves. Ask more questions based on the answers that you get.
- 5. Don't be perfect** – there is always something fishy about someone who seems to have everything going for them. Don't waste your energy hiding your mistakes or weaknesses. This sends a message that you're not hiding anything and that you want to build trust.
- 6. Don't look at your watch** – we're all on a tight schedule but looking at your watch when someone is talking is rude. If you must be wary of the time, ask for permission to look at your watch.
- 7. Paraphrase what was said** – giving the information back to the student in your own words is a great way to show you were listening and to demonstrate your understanding. People trust others who take the time to listen.
- 8. Be transparent** – So this means tell the truth ex: if you have doubts about something your student is saying ask them to “help you to understand.”
- 9. Call or text your student** – relationships get weaker if you don't nurture them. Call your students on a periodic basis, not only when you want to see them but as a check in or give a word of encouragement before a test.
- 10. Take whatever is being said seriously** – don't dismiss another person's problem as being small or counter with the size of your own problems. Just listen. Whatever they are going through is real and serious for them and you should treat it as such.
- 11. Empathize** – acknowledge the feelings behind what is being said and show empathy. Your students will trust you more when they feel that you understand them.
- 12. Make the student feel significant** – this is a basic human need and if you fulfill it, people will trust you. Always be sincere when making your students feel important. They can tell if you're faking it.
- 13. Be accessible** - when people know they can get access to you, it builds trust because they can hold you accountable. People who I can't reach always seem less trustworthy to me.
- 14. Look people in the eye** – if you constantly shift your eyes, it makes people suspicious of you.
- 15. Remove distractions** – if you're meeting with students, remove all distractions (turn off phone, computer screen, etc.) and give them your undivided attention.
- 16. Deliver what you promise** – Do what you say you are going to do. This is one of the best ways to build trust.

- 17. Be vulnerable** – trust builds when you open up. Don't hide your human side, that's the side that people connect to.
- 18. Know your audience** – make sure you use language that your student will understand and examples that are pertinent to them.
- 19. Take time to explain** – when your student is confused, be patient and take time to help them understand.
- 20. Don't prejudge** – listen with an open mind and take in what is being said without coloring it with your own judgments.
- 21. Don't interrupt** – when you interrupt, you are telling everyone that what you have to say is more important than what anyone else has to say.
- 22. Return calls quickly** – if someone leaves a message, call them back as soon as you can. This makes the other person feel important and makes them like and trust you more.
- 23. Be curious** – ask questions and be genuinely interested to learn more. Resist taking over the conversation or trying to immediately solve the problem or issue.
- 24. Keep secrets** – if a student tells you something confidential, keep it to yourself unless it violates the mandated reporting guidelines.
- 25. Show compassion** – step into the other person's shoes. When something bad happens to your students, express your sympathies.
- 26. Don't use a "fake" voice** – some people use a "professional" voice that isn't their own. Use your own voice and be real.
- 27. Don't manipulate** – it is possible to use the ideas on this list with the intention to manipulate. Don't do it because it won't end well. It never does.
- 28. Don't lie** – one small lie can destroy a mountain of trust.
- 29. Understand that your student is unique** – every person in this world is unique and should be treated as such. A one-size fits all approach rarely works.
- 30. Don't finish other people's sentences** – even if they are taking a long time at it, be patient and let them say it.
- 31. Never talk down to anyone** – there is no situation where this is acceptable.
- 32. Focus on your similarities** – highlight what you have in common with the other person. We like people who are similar and we trust people whom we like.
- 33. Listen attentively** – Replay for the other person something that shows you've listened carefully. This is especially effective when you bring up and help someone with challenges they've told you about in previous conversations where they don't expect you to remember.
- 34. Trust others first** – people treat you the way you treat them. Give trust first if you want to get trust.
- 35. Be comfortable with silence** – don't feel obligated to fill in the silence. I know it can be uncomfortable but let the other person think through their ideas and allow them to break the silence first.
- 36. Express emotions** – "just the facts" may be appropriate during an investigation but when dealing with people, emotions add the human element, which is key for building trust
- 37. Pay attention** – be attentive to the body language to make sure it matches the meaning of the spoken language.

38. Don't be a know-it-all – you can't possibly know how to do everything and you don't need to. Always be transparent about what you know and don't imply that you know more than you actually do. Being human is a good thing.

39. Don't flatter – insincere compliments are one of the quickest ways to lose rapport and trust with someone.

40. Don't give up – just because someone doesn't trust you now, doesn't mean you can't build it. If what you're doing is not working, try something else. You have many things you can do.

41. Be enthusiastic – most people can't fake enthusiasm. When you are enthusiastic about what you do, people are more likely to trust you.

42. Lead by example – walk your talk.

So which trust building tips resonated with you? Were there any that I missed?