

2015 *a year of* Reinvigorating Trust



Trust: A healing balm

A glass bottle of yellow balm with a cork stopper, lying on a wooden surface next to a large green leaf. The bottle is tilted, and the cork is partially removed. The leaf is large and green, with a serrated edge. The background is a wooden surface.

7 ways to train yourself to build trust with others

How wonderful it is
that nobody need
wait a single
moment before
starting to improve
the world



Anne Frank

"You can count on me"



**Trust is not a right, but a privilege earned by
proving you are trustworthy**

Seven ways to train yourself to build trust in others

1. Be calm, de-stress
2. Think encouraging thoughts
3. Use eye contact
4. Use the right tone of voice
5. Train your brain to really listen
6. Express genuine appreciation
7. Seal it with a smile



1. Be calm, de-stress

Stress

Uptightness

Anger

Shut down



2. Think encouraging thoughts



Negative thoughts interfere with the brain's language processing, listening and speech



...leading to
defensiveness
and distrust





Thinking positive thoughts
about the other person,
yourself, the topic in hand,
can help you succeed in
personal and business
relationships

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3. Use eye contact



Stimulates the
brain's social
network circuits,
reduces
stress/increases
sympathy hormones



Intentionally
looking helps
you quickly
respond to
the 7 basic
facial
expressions

4. Use the right tone of voice



Lower your voice, speak gently and slowly – your listener will respond with greater openness and trust

5. Train your brain to really listen



Listening is difficult because of habitual focus on ourselves and our interests through constant self-talk



- Most people cut in before speaker finishes
- Even doctors, trained to listen, cut patients off before they have been fully heard (*average 23 seconds*)

6. Express genuine appreciation



- Interactions are mutually satisfying when people are in basic agreement
- First words set the tone
- A compliment can create trust
- End with a phrase that conveys genuine appreciation

7. Seal it with a smile

Your
face
reveals
your
feelings



Memories & thoughts of
people you love create facial
expressions that convey
kindness, compassion and
interest, stimulating trust
and openness in others

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2020 VISION: THE ROAD TO RENEWAL

