





Nova Scotia Dental Association
 210 Waterfront Drive, Suite 101
 Bedford, NS B4A 0H3
www.nsdental.org

 
 Tel: 902 420 0088
 Fax: 902 420 6537
 Email: nsda@eastlink.ca

Practice Management Articles



Building Trust for Successful Interactions

- Lisa Philp, TGNA

All right reserved. No part of this work may be reproduced in any form, or by any means whatsoever, without written permission from Transitions Consulting Group Inc. If you would like further information about Transitions Group Inc.'s services please telephone 800-345-5157, fax 905-681-1180, email: info@tgnadental.com.

Trust is required for an individual to become genuinely connected to other team members and to their leader. It is the foundation upon which meaningful relationships and successful teamwork is built.

Trust is not something that can be dictated or demanded; it must be developed and continually fostered by both parties in a relationship. Showing trust in another can directly affect their willingness to develop trust in you. There are five elements that must be present for authentic trust.

1. Caring: must be some kind of emotional connection and a feeling of sincerity and genuine intentions.
2. Competency: skills, knowledge and ability to perform what is needed.
3. Commitment: "Promise-keeping" is the act of keeping our commitments with each other and with ourselves. This is an important aspect in the development and strengthening of trust in any relationship. If I need to break a commitment, then as a responsible member of the team, I need to let the other person know as soon as possible, and in a truthful way, in order to minimize the effect of the broken commitment. We are not always aware of all the small commitments we break, unconsciously, every day to ourselves and to others.
4. Confidence: know what you are good at and have a belief and feeling that you can build on your talents.
5. Congruence: is exhibited when one's actions are consistent with one's words. A congruent person can be trusted. People with a high level of congruence or inner trust are not afraid to make and admit mistakes to themselves and others. They don't beat themselves up, they find a way to make amends, or forgive and endeavor not to make the same mistake again. More honesty with self means more honesty with others. Inner congruence and outer trustworthiness go hand in hand. The truth puts the soul at ease.

A mixture of all the above elements is necessary for an individual to trust another person. If you believe that someone is competent, that they care about you, and are congruent in what they say and do, it will be much easier for you to develop trust in that person. Taken alone, these elements are not enough to engender trust. All are necessary at some level and must be demonstrated consistently over time.