Trust takes years to build, seconds to break, and forever to repair.

Anna Neamus

Steps of Trustworthiness

- ➜ *Defining trustworthiness and articulating its importance in personal and professional relationships*
- ➜ *Identifying key behaviors and actions that contribute to trust*
- ➜ *Identifying areas for growth and setting personal goals to strengthen trust in their interactions*
- ➜ *Exploring related concepts such as honesty, reliability, integrity, and loyalty, recognizing their interconnectedness with trustworthiness*

1 A definition and a grid of letters are given for each word associated with trustworthiness. Locate the word within the grid, draw a line from square to square to link the word's letters, and write the correct spelling in the lines below.

| integrity | reliability | accountability |
| competence | confidentiality | consistency |

1.

K	T	Y	Q	N
S	I	H	F	R
M	L	C	F	I
F	A	O	N	D
K	I	T	N	E

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2.

O	M	I	T	Y
I	G	R	X	F
I	E	T	N	I
L	I	T	N	J
A	I	B	B	I

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3.

P	A	Y	T	I
G	C	L	M	L
Z	C	O	A	I
G	U	U	Q	B
F	Y	N	T	A

....

4.

D	D	I	Y	T
O	K	V	P	I
C	W	I	T	L
R	E	L	I	I
H	J	F	A	B

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5.

B	J	C	A	X
U	N	O	N	F
L	C	S	S	I
Q	Q	C	N	S
J	S	Y	E	T

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6.

R	M	J	Q	V
C	O	M	P	G
U	C	N	E	U
T	E	E	T	R
G	T	G	Y	X

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Definitions

1. the protection and non-disclosure of sensitive information shared in confidence, respecting the privacy of others.
2. having strong moral principles and consistently living by them in alignment with one's values and ethical standards.
3. the willingness to take responsibility for one's actions and decisions, admit mistakes and work to make things right.
4. the consistency and dependability of a person or entity to fulfill their commitments and promises.
5. the stability and predictability of actions over time, allowing others to build trust based on experiences.
6. having the required skills, knowledge, and expertise to perform a particular task or fulfill a responsibility.

Arjana Emerson: Welcome to 'The Art of Connection.' I'm your host, Arjana Emerson. Today, our guest is Dr. Malaika Khan from Stellaris College, New York. With expertise in psychology, communication, and personal development, Dr. Khan will share her valuable insights on trust and trustworthiness and nurturing fulfilling relationships. Welcome, Dr. Khan!

Dr. Malaika Khan: Thanks for having me on your podcast today, Arjana.

Arjana Emerson: I'm excited to have you as our guest, Dr. Khan. To begin, can you tell us how crucial trust and trustworthiness is in our interpersonal and professional interactions?

Dr. Khan: Trustworthiness forms the foundation of strong relationships and effective collaborations. It's about being reliable, truthful, and accountable in all aspects of our lives.

Arjana: Even so, trust takes time to build, doesn't it? Several emails we received from our teenage listeners for today's program complain about lack of trust in personal relationships. For example, Harper from Claremont recently had a situation where she opened up to a friend in confidence about a family issue, only to hear her classmates gossiping about her the next day in the cafeteria. Do you think it was blind trust? What can Harper learn from this experience?

Dr. Khan: Trust does take time to develop and nurture, Arjana. It doesn't necessarily mean that Harper placed blind trust in her friend. Opening up and confiding in someone may be a vulnerability, and Harper had every reason to expect her friend would respect her confidence. Harper can now be selective in sharing personal information, setting boundaries, and expressing her expectations.

Arjana: Trustworthiness extends beyond personal relationships, I believe. What about its role in social and professional interactions? Can you share examples, especially in the context of teenagers?

Dr. Khan: Sure. During a recent school visit, I listened to a homeroom teacher who described a group of her students who planned a surprise birthday party for one of their classmates. One student in that group leaked the surprise to the birthday student; breaching trust, leading to disappointment, and harming the friendship in the group. A more positive example from the same visit was a standout student actor in the school's theater production rehearsal. Not only did he deliver an impressive performance, but he also showed reliable support to his fellow cast members whenever they stumbled with their lines. His trustworthy nature and willingness to help built a strong sense of trust within the group and made them more confident in working as a cast.

Arjana: For some, that standout student actor's assistance could also be selfish and for 'stealing the limelight' from his fellow cast members. How could you conclude that the student had pure intentions, Dr. Khan?

Dr. Khan: This is a concern many may have, Arjana. I reached that conclusion by separately interviewing the cast members. The cast mates mentioned the strong trust their fellow inspired while supporting them without any criticism. They valued him for his integrity, competence, and ability to make the stage play into a success. The stand-out student actor said he trusted his cast mates certainly, adding that the show would excel with the great blend of mutual trust and talent among the cast.

Arjana: That's quite insightful. Let me read another email from a listener: Liam from Paterson, New Jersey, asked about how lack of trust and communication can 'make' or 'break' bonds among family members.

Dr. Khan: Every family is unique, and several common challenges 'break' bonds of trust. Connections become strained or even fractured. Family members hesitate to rely on each other, share personal thoughts or feelings, or request help when needed. This leads to emotional distance and a sense of isolation within the family. Lack of trust cannot 'make' any positive bond, though. As I have mentioned, trust is essential in all relationships.

Arjana: Dr. Khan, time has passed so fast during our pleasant talk. As we are nearing the end of our podcast, do you have any advice to people who think 'trust needs to be earned'?

Dr. Khan: Trust is a two-way street, Arjana. For those who believe that trust needs to be earned, I can suggest these: Be mindful of whom you place your trust in. It is also crucial to be trustworthy yourself. Be transparent about your intentions, share your thoughts and feelings truly, and listen actively to others. Take responsibility for your mistakes and learn from them. Apologize sincerely when you've made a mistake and make amends. Trust is give-and-take, and trustworthiness is a consistent virtue. If you trust in others, you can encourage them to trust you back.

Arjana: You've captured the essence! Thanks so much for joining us this afternoon, Dr. Khan. I hope, like myself, our listeners too have enjoyed our conversation.

Dr. Khan: It's been a pleasure to be here, Arjana. Thank you.

2 **Read the dialogue above and answer the questions.**

1. **According to Dr. Khan, trustworthiness in interpersonal and professional interactions is primarily characterized by:**
   a. Empathy and compassion
   b. Reliability, truthfulness, and accountability
   c. Assertiveness and confidence
   d. Flexibility and adaptability

2. **What can Harper learn from her experience of having her personal information shared by a friend?**
   a. Trust should never be placed in friends
   b. Blind trust is essential for building strong relationships
   c. Selectivity in sharing personal information and setting boundaries is important
   d. Personal information should only be shared with family members

3. **In the context of teenagers, which of the following examples highlights the negative impact of breaching trust?**
   a. A group of students organizing a surprise birthday party for their classmate
   b. A student actor delivering an impressive performance in a theater production
   c. A student offering constructive criticism to improve a friend's performance
   d. A student sharing confidential information with classmates for personal gain

4. **How did Dr. Khan conclude that the standout student actor had pure intentions in helping his fellow cast members?**
   a. The actor admitted to stealing the limelight from his peers
   b. The actor demonstrated integrity, competence, and support without criticism
   c. The cast members felt threatened by the actor's talent and trustworthiness
   d. The actor believed that trust should be earned, not freely given

5. **According to Dr. Khan, what is the consequence of a lack of trust and communication within families?**
    a. Stronger and more resilient family bonds
    b. Emotional distance and a sense of isolation
    c. Improved understanding and empathy among family members
    d. Enhanced personal growth and development within the family

Audrey Hepburn was an iconic actress who not only impressed audiences with her elegance, grace, and talent on the silver screen but also with her humanitarian efforts under UNICEF.

Hepburn said: *"People, even more than things, have to be restored, renewed, revived, reclaimed, and redeemed. Never throw out anyone."*

3 **Reflect on the dialogue between Arjana Emerson and Dr. Malaika Khan, and write what you think: Does Audrey Hepburn's trustful opinion in remaining connected with people by giving them second chances apply to your own experiences?**

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CONCEPTS

1 Discovering the following positive and negative concepts about trustworthiness can help transform people to develop stronger bonds by inspiring confidence through truthful actions and avoiding misuse of trust. Can you match these concepts with their definitions?

Reliability	Respect	Betrayal	Supportiveness	Duplicity
Openness	Deception	Transparency	Empathy	Disloyalty

a	....	Friendliness and clarity in intentions, actions, and decision-making, fostering truth through openness.
b	....	Consideration, valuing the opinions and boundaries of others, and treating them with dignity.
c	....	Giving encouragement, assistance, and genuine support to others, developing trust through care.
d	....	Contradictory or deceitful behavior, pretending to be trustworthy while hiding secret motives.
e	....	Understanding and considering others' emotions, perspectives, and needs, developing trust through compassion.
f	....	Willingness to share information and communicate honestly with others, fostering trust through transparency.
g	....	Dishonesty, trickery, or intentionally misleading others for personal gain or advantage.
h	....	Violating trust by acting against someone's interests, revealing confidential information, or breaking commitments.
i	....	Being dependable and consistent in fulfilling commitments and obligations.
j	....	Breaking promises and destroying or weakening others' trust and support.

2 **Study these behaviors and assess if they are trustworthy (T) or do not inspire trust (NT).**

	Avoiding responsibility for one's actions, making excuses, or blaming others.
	Communicating honestly, even when it may be uncomfortable or unpopular.
	Breaking promises and spreading rumors by sharing sensitive information.
	Being unpredictable or displaying frequent changes in attitudes or actions.
	Disregarding others' feelings, needs, or concerns.
	Matching words with deeds.
	Failing to take responsibility for one's actions or refusing to admit mistakes.
	Having cunning tactics to control or deceive others for personal gain.
	Frequently ignoring or neglecting messages or being lazy in responding.
	Displaying knowledge, skills, and expertise, inspiring confidence in one's abilities.

3 The following are the lyrics of American singer-songwriter Bruno Mars's song "Count on Me," released in 2010. This heartening song sums up trust in the context of friendship based on trustworthiness, care, and reliability. As you listen, fill in the blanks with the correct words from the word list below.

lost	mean	remind	shoulder	sail
supposed	guide	stuck	asleep	goodbye

If you ever find yourself .... in the middle of the sea
I'll .... the world to find you
If you ever find yourself .... in the dark and you can't see
I'll be the light to .... you

We'll find out what we're made of
When we are called to help our friends in need

You can count on me like one, two, three
I'll be there
And I know when I need it, I can count on you like four, three, two
And you'll be there
'Cause that's what friends are .... to do, oh, yeah

If you're tossin', and you're turnin', and you just can't fall ....
I'll sing a song beside you
And if you ever forget how much you really .... to me
Every day I will .... you, oh

We'll find out what we're made of
When we are called to help our friends in need

You can count on me like one, two, three
I'll be there
And I know when I need it, I can count on you like four, three, two
And you'll be there
'Cause that's what friends are supposed to do, oh, yeah

You'll always have my .... when you cry
I'll never let go, never say ....
You know

You can count on me like one, two, three
I'll be there
And I know when I need it, I can count on you like four, three, two
And you'll be there
'Cause that's what friends are supposed to do, oh, yeah

You can count on me 'cause I can count on you

https://www.youtube.com/watch?v=6k8cpUkKK4c

4 In *"Count on Me,"* Bruno Mars used rich idiomatic expressions to express his message of trustworthiness and dependability to a friend. Study the lyrics and match the expressions below with their definitions.

tossin' and turnin'	never say goodbye	find out what we're made of

(are) called to help our friends in need	(you'll) always have my shoulder

a	....	the sentiment that even in difficult or changing circumstances, the person speaking promises to continue the connection and friendship.
b	....	having the sense of duty or responsibility with the idea that true friendship involves being available and ready to lend a hand when friends are in difficulty.
c	....	a state of disturbance, often in difficulty falling asleep or finding a comfortable position because of anxiety or unease.
d	....	discovering or revealing one's true character, abilities, or strengths in times of difficulty.
e	....	the promise made by the person speaking to provide emotional support, comfort, and understanding to the other person by listening, empathy, and becoming a source of strength during times of difficulty.

5 Bruno Mars summed up the demonstration of trustworthiness towards friends as:

"We'll find out what we're made of
When we are called to help our friends in need."

Reflect on these lyrics and write shortly about the connection between helping friends in need and trustworthiness.

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6 *"You'll always have my shoulder when you cry*
I'll never let go, never say goodbye."

Write an insightful note to someone to whom you have been an emotional support or who has supported you in times of trouble, expressing your thanks for his or her trustworthiness and reliability.

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1 How can you prove that you are trustworthy?

2 Read about Lily's journey to become trustworthy and underline the phases she went through.

THE PATH TO TRUSTWORTHINESS

In Brightwood, there lived a young girl named Lily who dreamed of becoming known as someone others could rely on. She admired her grandmother, Grandma Rose, who was respected throughout the community for her trustworthiness.

One day, Lily approached Grandma Rose and asked, "How can I become a trustworthy person like you?" Grandma Rose smiled warmly and replied, "Becoming trustworthy isn't about grand gestures, Lily. It's about the small actions we take every day."

Grandma Rose shared a story from her own youth, about a time when she made a promise to a friend and followed through, even when it was difficult. Inspired by her grandmother's wisdom, Lily started her journey to become trustworthy.

Her journey began with understanding the significance of honesty ( ). Next, she focused on demonstrating reliability in her actions ( ). Then, she strived to develop empathy and understanding ( ). Progressing further, she learned the importance of upholding integrity. ( ) Finally, she embraced the legacy of trustworthiness ( ).

As Lily reflected on her journey, she realized that becoming a trustworthy person wasn't just about earning the trust of others—it was also about trusting herself to always do the right thing, even when faced with challenges. And so, Lily continued to walk the path of trustworthiness and inspired many others in her neighborhood.

3 Below are some paragraphs illustrating examples of Lily's journey to become trustworthy. Read through them and identify the relevant paragraph. Write the corresponding paragraph number in the parentheses in the story above.

3 Lily's first lesson came when she accidentally broke her friend Jack's favorite toy. Instead of hiding the truth or making excuses, Lily owned up to her mistake and apologized sincerely. Jack appreciated Maya's honesty and forgave her, laying the foundation for trust between them.

5 As Lily grew older, she volunteered to help organize a charity event for the town's elderly residents. Despite facing obstacles and setbacks, Lily remained committed to her responsibilities. She showed up on time, worked diligently, and ensured that everything ran smoothly. Her reliability earned her the respect and trust of both the organizers and the community.

4 One day, Lily noticed a classmate, Maya, sitting alone at lunch with a sad expression. Sensing that something was wrong, Lily approached Maya and asked if she was okay. Through their conversation, Lily learned that Maya was struggling with a difficult family situation. Lily listened with empathy, offering her support and a shoulder to lean on. Maya felt comforted by Lily's kindness and trusted her enough to confide in her.

1 As Lily matured into a young adult, she faced various temptations and challenges. In one instance, Lily discovered that a coworker was engaging in dishonest practices at work. Despite the risk of confrontation and potential backlash, Lily chose to uphold her integrity and report the misconduct to her supervisor. Her courageous act reinforced her reputation as a trustworthy individual in both her personal and professional life.

2 Years passed, and Lily grew into a woman who was admired and respected by all who knew her. She had become the embodiment of trustworthiness, just like her beloved Grandma Rose. Lily 's journey taught her that trustworthiness isn't achieved overnight but is built through consistent acts of honesty, reliability, empathy, and integrity.

4 Being honest and reliable, having empathy and understanding, upholding integrity, and inheriting a legacy... We can define these as the "trust builders." What other ways can you suggest being a trust builder? Make a list. For example; open communication, consistency, etc.

5 There are also "trust eroders" that destroy trust among people. For example; gossiping, asking a friend to do something wrong to keep your friendship, etc. What else can you add?

1 **Choose one of the quotes below and write a small paragraph explaining what you understand.**

"Trust takes years to build, seconds to break, and forever to repair." – Anna Neamus

"Whoever is careless with the truth in small matters cannot be trusted with important matters." – Albert Einstein

"The best way to find out if you can trust somebody is to trust them." – Ernest Hemingway

"Either appear as you are, or be as you appear." – Rumi

"If you tell the truth, you don't have to remember anything." – Mark Twain

2 **Read the following text and answer the questions.**

Understanding Trustworthiness

In a world where trust is a cornerstone of all meaningful relationships, virtues like honesty, reliability, and fidelity stand out as top priorities for a healthy society. The opposite of these virtues is hypocrisy, which leads to lies, not keeping one's promise, and betraying trust, which are extremely harmful to our families and communities.

At the heart of trustworthiness lies the virtue of truthfulness. When a person speaks falsehood, they not only betray the trust of others but also undermine their own credibility. In a world where words hold immense power, honesty emerges as the cornerstone of trust.

Promise-keeping is another hallmark of trustworthiness. Making a promise is a solemn commitment, binding the promisor to fulfill their word with integrity and sincerity. Whether it's a pledge to a friend, a commitment to a business partner, or a vow to a loved one, honoring promises cultivates trust and strengthens relationships. Conversely, breaking promises erodes trust and darkens one's reputation.

The trust placed in an individual when something is entrusted to them is blessed. There is profound responsibility that comes with being entrusted with someone's confidence, belongings, or secrets. Betraying this trust is not merely a breach of contract but a betrayal of the inherent trust bestowed upon the individual. Whether it's safeguarding confidential information, preserving a friend's secrets, or honoring a duty, upholding trust is paramount.

In today's interconnected world, the principles of trustworthiness hold timeless relevance. Every interaction, whether personal or professional, offers an opportunity to embody the values of honesty, reliability, and fidelity. By speaking the truth, honoring commitments, and safeguarding trust, individuals can cultivate an environment of trust and integrity in their communities.

Lying when speaking, breaking promises, and betraying trust underscore the essence of integrity and honesty in all aspects of life. On the other hand, being truthful, keeping promises and protecting trusts, illuminate the path towards trustworthiness and moral excellence. By embracing these principles, individuals can forge bonds of trust, foster mutual respect, and uphold the dignity of human relationships.

1 What does "these principles" refer to? Write the principles to establish bonds of trust.
2 How can you earn the trust of your friends, your parents, and your community?
3 What consequences would you face if you make promises and then keep or break them?
4 What are the consequences of betraying trust?

3 Read the following proverbs about trustworthiness. Then, fill in the missing parts with the words below.

regret	built on	true friend	mistrust	cornerstone

"Better a little caution than a great ....; trust but verify."

"Trust is .... reliability and consistency."

"A .... is someone you can trust with your life."

"In trust, there is strength; in ...., there is weakness."

"Honesty is the .... of trustworthiness."

"Trust is like a ...., once broken, it's never the same again."

"Trust is the .... that connects hearts."

"Trust is earned in drops and lost in ...."

"Trust is the .... of life; it binds relationships together."

"Trust is like a ....; it takes years to grow but moments to destroy."

1 **After reading the passage below, evaluate the cause-and-effect boxes considering the information provided.**

Being trustworthy and offering trust is one of the most important virtues in human life. Trust crisis, on the other hand, is one of the biggest sources of concern and anxiety for both individuals and society. It is the path leading to chaos and despair. It means creating tension in the environment and the disruption of peace. Being trustworthy is a treasure and this is a great guidance. There's no room for a 'trust crisis' in life's journey, nor should there ever be. The opposites of truthfulness and trust are lies, deceit, cunning, trickery, envy, hatred, partisanship, gossip, backbiting, sedition which are the causes of negativity and destruction. Avoiding them is a human virtue. All cultures have discovered that honesty, integrity, clarity, transparency, sincerity, and friendliness pave the way for an authentic and fulfilling life. Trustworthiness is a fundamental virtue in professional life and holds importance in various forms across all professional groups. The benefits provided by trustworthiness vary depending on the nature of the profession and its impact on society.

Doctors:

In the healthcare sector, trustworthiness is of vital importance. Patients must trust their doctors during their most vulnerable moments. Trust in a doctor's diagnosis and treatment recommendations is a critical factor in the patient's recovery process. A trustworthy doctor ensures that the patient adheres to the treatment plan and accepts necessary lifestyle changes when required.

Teachers:

Educators play a dual role in shaping students' futures by not only fostering their knowledge and skills but also molding their character and guiding their value judgments. When students and parents trust teachers' knowledge and teaching methods, the learning process becomes more effective and efficient. Trustworthy teachers positively contribute to students' academic and personal development.

Engineers:

Engineering requires making critical decisions in projects where safety and functionality are vital. Trust in the engineers' calculations and designs is essential for the safety of buildings, bridges, and other infrastructures. Trustworthy engineers directly impact the safety and welfare of society.

Architects:

Architects balance aesthetics, functionality, and safety. Trust in an architect's design ensures the creation of comfortable and safe living spaces for building users. Trustworthy architects create sustainable and livable environments.

Real Estate Agents:

In the real estate sector, trustworthiness is a determining factor in finding properties that suit the clients' lifestyles and budget. Trust in real estate agents ensures that clients feel comfortable and satisfied during one of their most significant investments, the home buying and selling process.

Lawyers:

Legal professionals protect their clients' rights and provide fair representation. Trustworthiness in lawyers is fundamental in ensuring justice and protecting individuals' rights. Trustworthy lawyers ethically defend their clients' interests and support the supremacy of law.

Media representatives:

The trustworthiness of media representatives is of great importance for the public's access to accurate and unbiased information. Reliable media representatives contribute to the development of society, whereas unreliable sources can lead to misinformation and manipulation.

Presidents and Members of Parliament:

Presidents and Members of Parliament: Public officials represent the general welfare and interests of society. Trustworthy leaders gain the trust and support of the community, which facilitates the effective implementation of policies and the achievement of social harmony. Trustworthiness plays a critical role in the acceptance of leaders' decisions and the successful management of social changes.

2 Now, talk about the concept of "Cause and Effect" for each profession based on the impact of untrustworthiness in each profession and write in the boxes given below.

PROFESSIONS	CAUSE	EFFECT
Doctors	*misprescribing*	*fatal results*
Teachers		
Engineers		
Architects		
Real Estate Agents		
Lawyers		
Media Representatives		
Members of Parliament		

Conclusion

For each profession, failure to establish and maintain trustworthiness leads to effects that negatively impact not only the individual professionals and their clients but also society.

REFLECTIONS

1 **Please answer the following questions based on your behaviors and thoughts in daily life. Mark the most suitable option for each question. Please note that this test is for self-assessment, and it's important to be honest with yourself while evaluating your answers.**

If the options provided do not apply to you, please write the most suitable answer under option D.

1. What do you do when a friend tells you an important secret?

   A) I keep the secret to myself and don't share it with anyone.

   B) I share the secret only with another close friend.

   C) I share the secret with everyone I find important.

   D) ....

2. How do you feel when someone gives you a task or responsibility?

   A) I strive to complete the task on time and to the best of my ability.

   B) I try to do the task but sometimes I may postpone it.

   C) I struggle to do the task and sometimes consider passing it on to someone else.

   D) ....

3. What do you do when you are late to a meeting or appointment?

   A) I inform the attendees in advance and try to get there as soon as possible.

   B) I explain the situation when I arrive.

   C) Mostly, I think being late is not a problem.

   D) ....

4. How do you react when a friend asks you to borrow money?

   A) I lend the amount I can afford and make a clear agreement about repayment.

   B) I hesitate a bit but eventually try to help.

   C) I avoid lending money because I think such situations can strain friendships.

   D) ....

5. When you are a member of a group project, what is your role in the group usually like?

A) I take the lead and organize tasks.

B) I perform the tasks assigned to me and cooperate with the group.

C) I tend to be passive in group work.

D) ....

6. How do you respond when a friend asks for help with an important exam?

A) I do my best to help, even if it means postponing my own tasks.

B) I help but don't neglect my own responsibilities.

C) I say I'm too busy to help.

D) ....

7. What do you do when you realize you've spread incorrect information?

A) I immediately take steps to correct the situation and admit my mistake.

B) I explain the situation to some people, but not everyone.

C) I mostly wait for the situation to correct itself.

D) ....

8. How do you react if someone tells you that you're not trustworthy?

A) I reflect on myself and take steps to improve my reliability.

B) I listen to the criticism but don't make immediate changes.

C) I don't take the criticism seriously and likely ignore it.

D) ....

2 **After evaluating your results, you might consider reflecting on your responses and how they relate to your perception of yourself.**

I think…………………………………………………

I am…………………………………………………

I feel…………………………………………………..