


**EBOOK**

# 7 WARNING SIGNS THAT DISTRUST IS HARMING YOUR ORGANIZATION



Trust is at the heart  
of every relationship,  
and that includes  
the workplace

Building trust from the very beginning is essential for success. However, when employees lack trusting relationships with one another and with their managers, it's a recipe for a toxic work environment.




When trust is broken, it can lead to decreased productivity, low morale, poor communication, and worst of all, high turnover.

High turnover results in bad company reviews, dissatisfied clients, and added costs for recruiting and training new employees.







As a leader at your company, it is critical you build healthy and trusting relationships so your organization can succeed.

**So how can you prevent distrust from harming your organization?**

## 7 SIGNS YOUR ORGANIZATION IS SUFFERING FROM A LACK OF TRUST

Your spidey sense detects there's a trust issue among your people, but you can't quite pinpoint the source. Here are seven tell-tale signs distrust is brewing at your organization.



## 1. Stressed or anxious employees

One of the first warning signs of a trust issue is stressed or anxious employees. Nearly one-third of employed adults feel stressed during the workday, according to a survey by the American Psychological Association, and distrust is one of the underlying factors. When employees are stressed, their morale and job performance suffer.

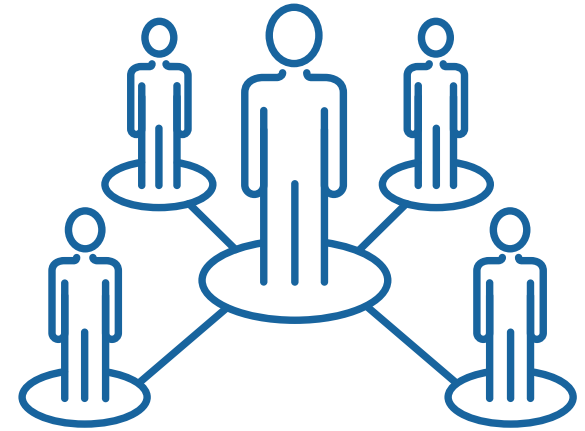
***Employees should feel valued and safe.***



## 2. Micromanaging

Micromanagement breeds distrust. When managers feel a loss of control, they resort to micromanaging, which only fosters distrust with employees. When someone micromanages, they are implying they don't trust their employees, which, in turn, causes employees not to trust them. Additionally, it stifles innovation, growth, and collaboration. In fact, micromanaging is one of the top reasons employees resign.

***Employees should feel they have the freedom to make their own decisions, and that includes making mistakes.***



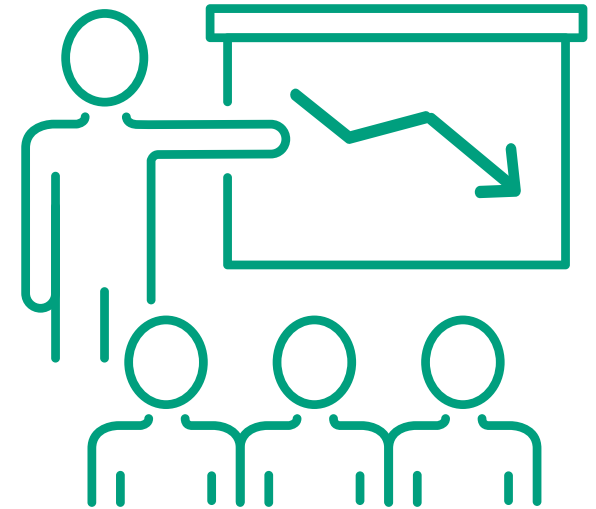


### 3. Low engagement scores

Low engagement scores may be the reason you are researching distrust in the first place. Distrust is one of the biggest culprits of low employee engagement. If an employee distrusts their manager, employer, or even colleague, they lose motivation and fear sharing their ideas.

More than 80 percent of employees who responded to a 2013 Human Capital Institute survey believe in order to be effective at work, they must possess a high degree of trust in their leaders. So before you try to tackle those low engagement scores, first examine the level of trust in your organization.

***Employees should feel motivated to perform their best.***



## 4. People aren't contributing

In meetings, does everyone share their ideas, or is just one person controlling the microphone? Do the meetings revolve around open discussions and conversations, or are they one-sided? Are everyone's ideas welcome, or are most people snubbed?

Distrust stunts creative ideas, honest feedback, and constructive criticism. If employees don't trust their leaders or each other, they are less likely to open up.

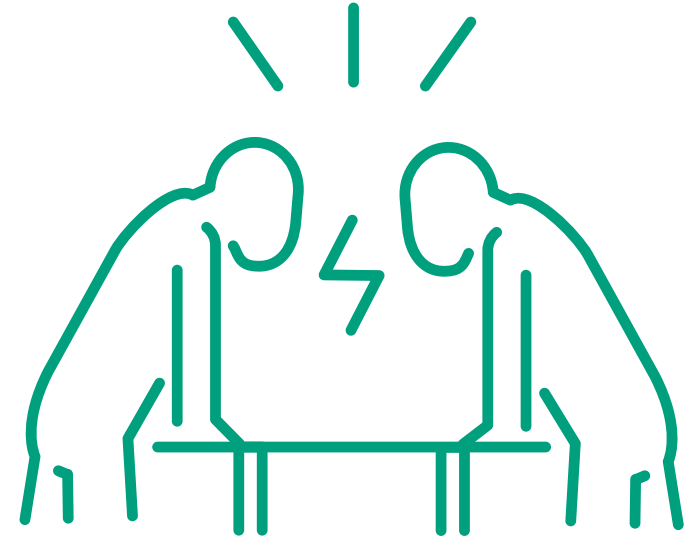
***Employees should feel confident sharing their ideas.***



## 5. People aren't collaborating

Trust is the key to successful teamwork. You can't expect great collaboration if distrust exists in your organization. When people fear their ideas will be ridiculed or rejected, or that someone else will take credit for their ideas, they will not collaborate.

***Employees should feel connected to their colleagues.***



## 6. People leave only positive feedback

This may seem contradictory, but if you only hear positive feedback and reassurance all is well, you may have a trust issue. Your people should feel safe enough to speak honestly. They should be able to approach management and trust they will sincerely listen to them, whether it's sharing their ideas or voicing their concerns, without fearing judgment, discrimination, or retribution.

***Employees should feel they can be honest.***



## 7. Employees leave

One of the most obvious signs distrust is destroying your organization is if high numbers of employees leave. High turnover is one of the most glaring signs of distrust. When employees don't trust their managers or their coworkers, they aren't invested in the company. They may also feel undervalued.

High turnover also costs businesses money. When employees leave, businesses must pay to screen and interview candidates, and spend resources on training the new hires.

***Employees should feel committed to helping their companies succeed.***







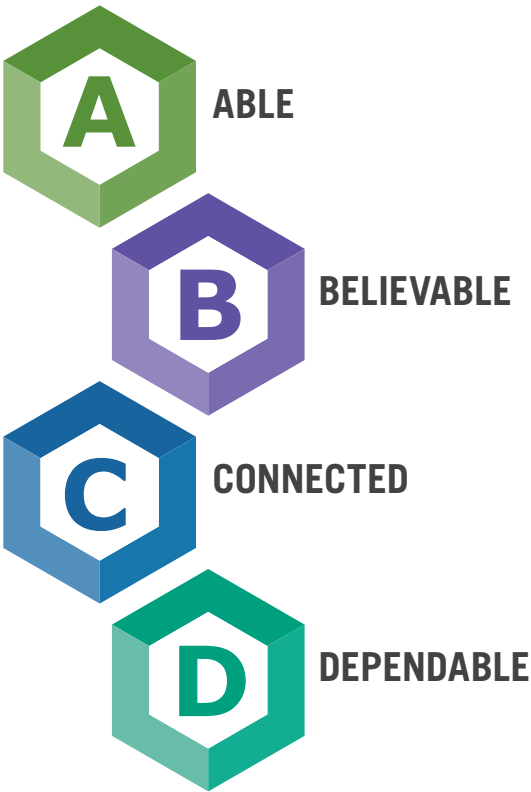
## **Trust is your organization's most important asset.**

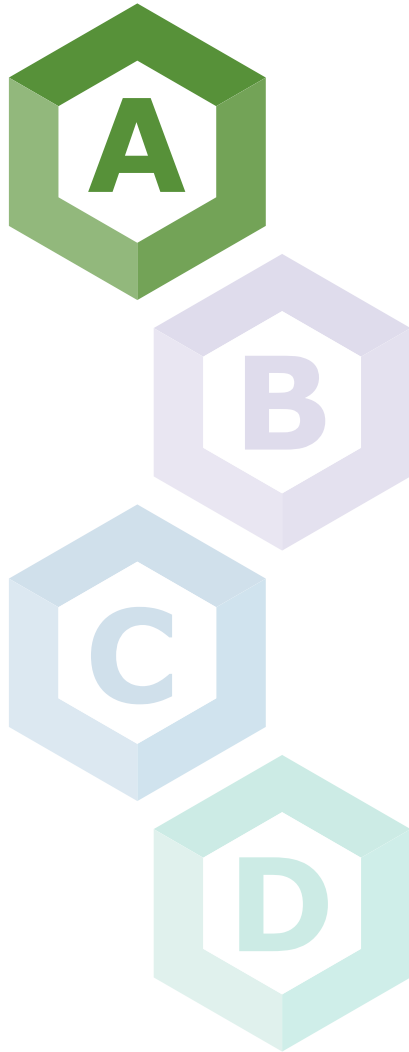
When trust issues arise, not only will your organization's performance and profits decline, but its culture will also crumble. Keep an eye out for these seven warning signs so you can stop distrust dead in its tracks.

# Four Ways Leaders Can Build Trust

Building trust in your organization is easier than you may think. This simple, four-step model is easy to learn, easy to remember, and easy to implement—for everyone.

## THE ELEMENTS OF TRUST



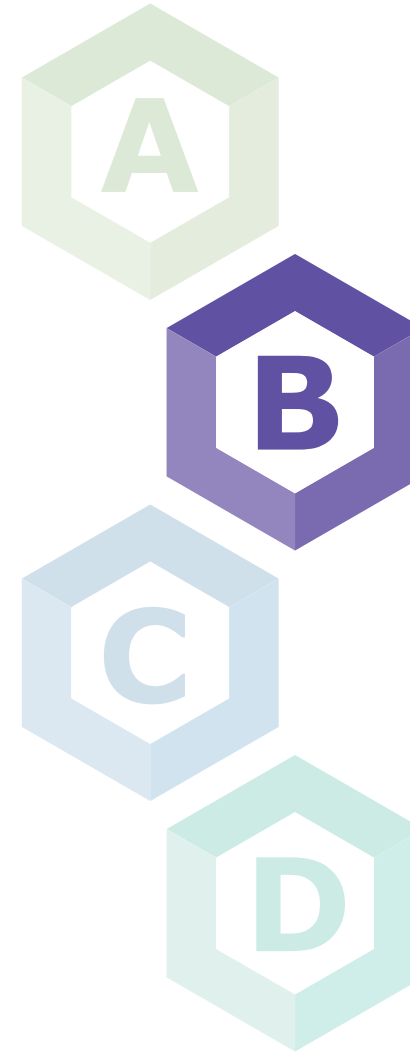


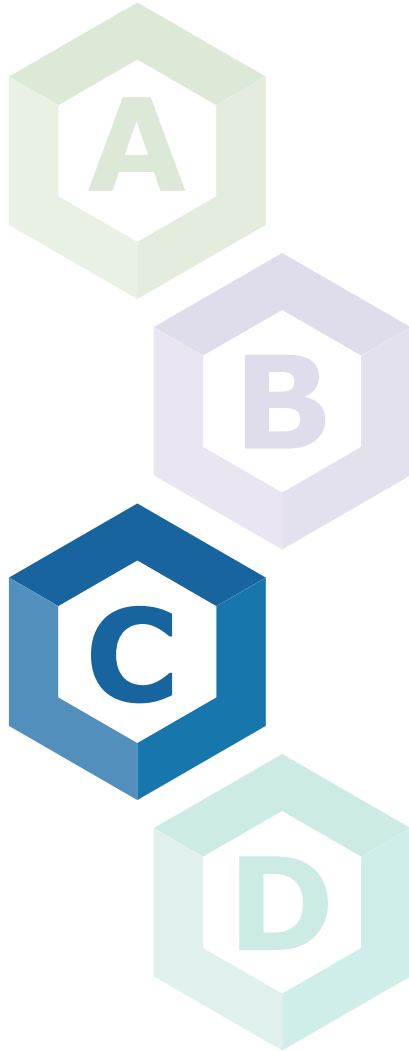
**Able**

The individual demonstrates knowledge, skills, and experience

## Believable

The individual tells the truth and acts on personal and organizational values





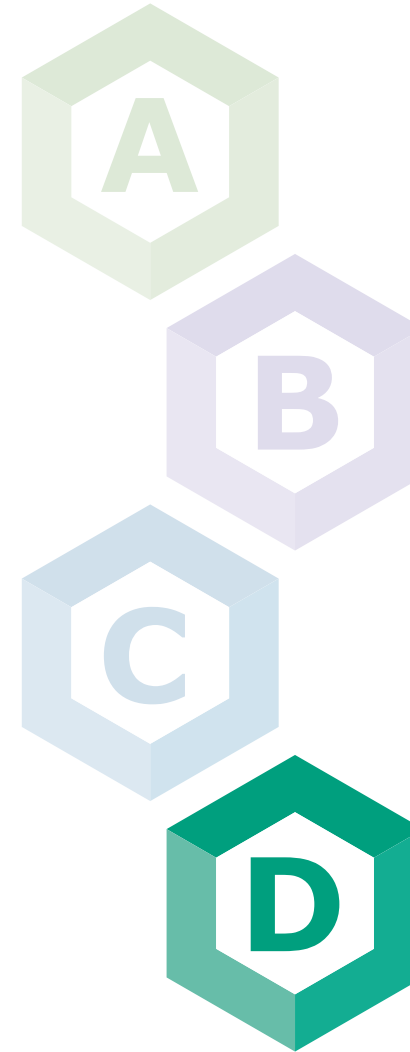
## Connected

The individual is kind, compassionate, and concerned with others' well-being



## Dependable

The individual consistently follows through on commitments





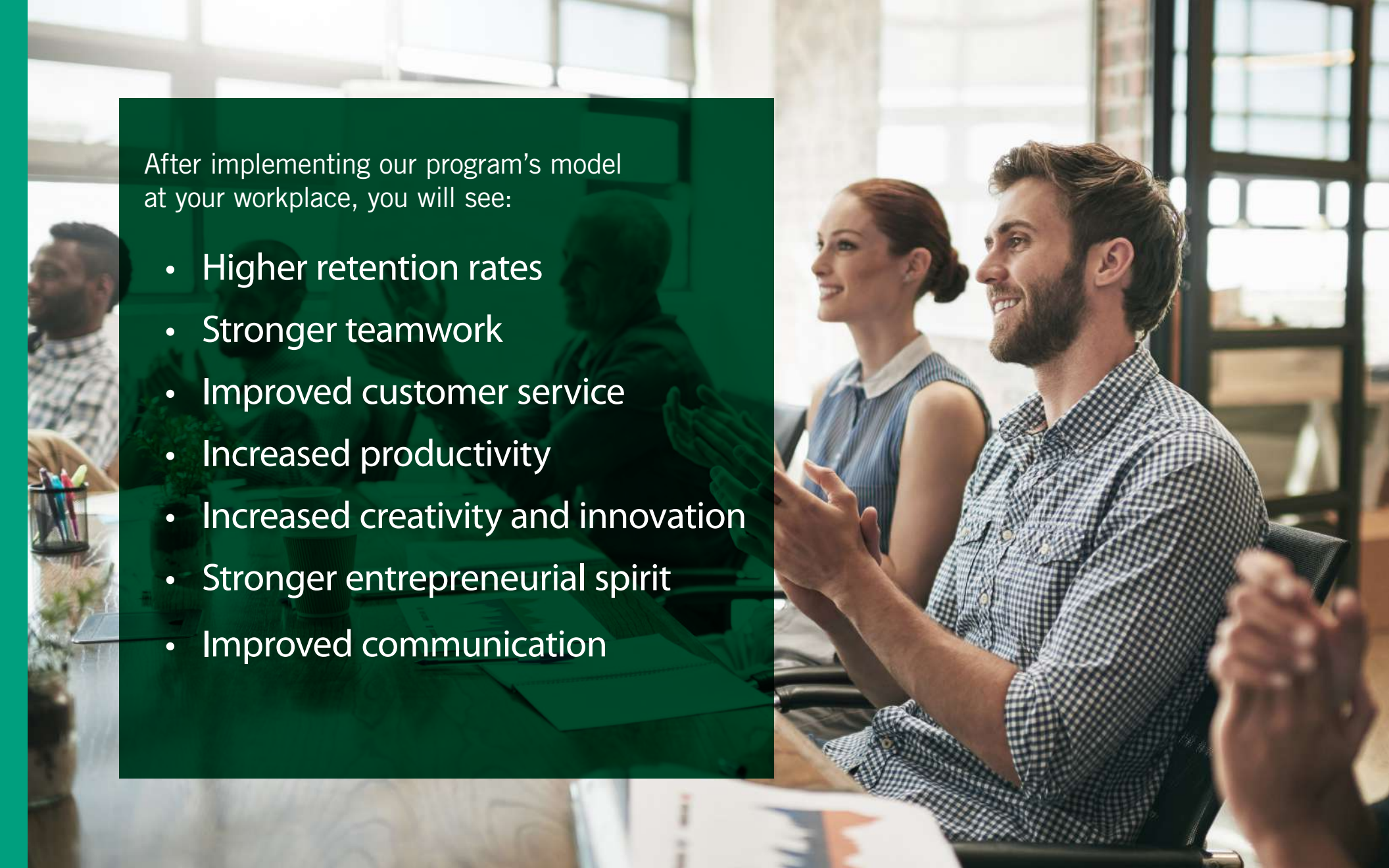
Trust needs to be at the core of your organization's culture and be developed from the start of every relationship—not just between managers and their people; trust is essential for *all* relationships at the workplace.

# How to Cultivate Trust in Your Organization

Trust is a sensitive subject, and trust issues can be difficult to acknowledge and solve. However, if you want your people to flourish and your company to prosper, you must create a safe environment where people can develop one-on-one, interpersonal trust with one another. And if trust has been broken, you must know how to repair it.

Don't remain frustrated and unsure about trust issues at your organization. Learn how to grow and maintain trust among your people by signing up for Blanchard's Building Trust program.

Building Trust teaches employees on *all* levels how to develop interpersonal trust and equips them with the language they need to address issues before they intensify.



After implementing our program's model  
at your workplace, you will see:

- Higher retention rates
- Stronger teamwork
- Improved customer service
- Increased productivity
- Increased creativity and innovation
- Stronger entrepreneurial spirit
- Improved communication



To learn more about how to build trust at your organization, visit  
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