
Trust At Work

Using FLPP to develop low-trust relationships into high-trust friends.

How to Develop Trust at Work

Being trusted is a greater compliment than being loved. If you are employed, what does your place of employment look like with respect to trust?

Do the employees trust the managers? Do they trust the company direction? How about the mission statement? When there is a conflict at work do attorneys, emails, middle management, silence or violence deliver the message?

The most productive space between two people is emotional intimacy and trust is the foundation on which emotional intimacy is built. As your mind starts wandering to the various people at work, specifically those who are difficult to deal with, have you ever wondered if there was a way to connect with them in a way that trust is fostered?

Positive Psychology is an answer to 100 years of an obsessive negative preponderance of study in the field of psychology. As the cranial pontificators catch up to the modern world, hundreds of studies on the concept of happiness have been conducted. Until recently, the world of psychology never considered happiness, joy, or gratitude as real feelings.

Self-admittedly they are wholly unprepared to study happiness, joy, and trust (Martin Seligman, former President of the American Psychological Association). For a century they only considered the negative feelings and broken souls worthy of study. Think about it, does the word psychology emit generate feelings of healing, changing, and happiness?

The most recent studies on happiness teach us that happiness is a learned behavior. We know that changing behavior will rarely happen by studying behavior. The desire to change is the most important feature of change. In fact, your environment

can override your gene pool, especially if you have a loving parent. This is usually mom. The key word is 'can', not 'will.'

In other words, happiness can only be taught if you want to learn. Trust is the most important aspect of any relationship. Trust can be learned. This concept can be an amazing tool of freedom and success if you want to take the time to learn how.

In our world of technology, maintaining the status quo in any skill or talent is moving backwards. Just like muscles atrophy when not exercised, so does our mind. Our challenge is that the skills necessary to develop trust in a relationship are not taught in most homes, they are definitely not taught in school, and HR or corporate training does not teach them either.

Here is a beginning road map you can follow to start the learning process of developing trust. Here are three suggested books for your library: 1) Leadership and Self-Deception, 2) Crucial Conversations, and 3) High Probability Selling.

Your next step is to practice the FLPP process with everyone you have a low-trust relationship. Developing trust happens one interaction at a time. FLPP is an acronym for:

- Frequent
- Low-risk
- Personal
- Positive

Going from low-trust to high-trust requires frequent interchanges. Instead of avoiding the person by walking on the other side of the street or finding a different path back to your office or cubicle, (you know the routine); you look for opportunities to run into that person.

The opportunities of discussion need to be low-risk. Not surface talk like weather, office gossip, or something about you. Develop the ability to talk about that person

(personal). If this person is your boss, the odds are that person has an ego and loves to discuss him/herself. We all fit this description to one degree or another.

Finally, keep the discussion positive. Any criticism, complaining, or sarcasm will negate the opportunity. Sarcastic humor is highly overrated, as is sexual humor. It usually means you can't think of anything pithy without cutting someone down or relating it to a base weakness or addiction.

Work on this skill daily, take inventory at night, and think about how you can improve each discussion and before long, you'll be creating high-trust relationships with people.

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