

TRUST or DISTRUST

The Result of How We Respond to Differences

LACK of COMPASSION fosters the INTENT that produces the BEHAVIOR that ERODES TRUST

COMPASSION informs the INTENT that produces the BEHAVIOR that BUILDS TRUST



DIFFERENCES

The inevitable conflicts that arise from:

- Change
- Unmet Expectations
- Broken Agreements
- Differences in Beliefs, Opinions, Needs and Wants

LACK of COMPASSION

Detached/Uncaring

COMPASSION

Empathy/Caring

INTENT

- To Protect from fear
- To Be Right/Convince
- To Control
- To Be Understood
- To Win/Get one's way

INTENT

- To Learn
- To Listen
- To Allow
- To Understand
- To Find 'win-win' solutions

DISRESPECTFUL BEHAVIOR

Demearing another and/or oneself

- Unsolicited sharing or Withholding
- Punishing
- Arguing, Criticizing or Disregarding
- Excluding those impacted by decisions from the decision making process

RESPECTFUL BEHAVIOR

Dignifying another and/or oneself

- Honesty with caring
- Honoring differences
- Appreciating feelings and efforts
- Including those impacted by decisions in the decision making process

DISTRUST

- *Belief* that we will be treated disrespectfully
- *Fear* that we will lose something we need

UNSAFE ENVIRONMENT

A place characterized by:

- Adversarial relationships and poor communication
- Individual potential inhibited by fear and tension
 - Group effectiveness seriously impaired

TRUST

- *Belief* that we will be treated respectfully
- *Faith* that respect will produce needed results

SANCTUARY

A safe place characterized by:

- Differences resolved without integrity being compromised
 - Individual potential encouraged and expanded
 - Group effectiveness significantly increased

