Overview

- Current chaotic times
- Organizational Trust
- Trust Building
- Followership
- Q & A
Employees don’t trust their organizations
Possible factors impacting organizations

- Budget uncertainty
  - doing more with less
  - Scarcity/budget cuts both at the state and private organizations
- Pandemic has challenged the concept/perception of work
  - 40-hour work week
  - work life balance
  - work to live versus live to work
  - work is life
  - profession as personality
  - long commutes versus work from home flexibility
- Job stress/Life Stress
- Pressure to return to pre-COVID times
  - resistance to this change and its impact on dynamics in the workplace
  - inequities that rise with this unequal benefit for some and not others
  - Faculty/Staff divide
- National ongoing trends/activism
  - unionization
  - social justice
  - equity and inclusion
- Inflation/cost of living versus limited pay increases
  - housing market versus renting market
  - basic food costs
  - Livable wages, student loans, and avocado toast
- The world in continuous chaos
  - questioning the integrity and morals of our political leaders
- Artificial intelligence
  - impact on work and future employment
  - ChatGPT
- The student enrollment drop over the next decade
- Ever growing diverse student population and therefore work force
  - social consciousness and action
  - work to fund passion/entrepreneurship
- Generations at work from age 25 to 80+
  - group dynamics
  - social consciousness and action
- “Normal” no more
What's missing? Possible factors impacting organizations

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Building a Culture of Trust - Leaders

- Integrity & trustworthiness
  - Serve as living examples within and outside work
Building a Culture of Trust - Leaders

- Personal Integrity
  - Building block of trust
- Demonstrate the work they want others to practice
  - Talking not enough
  - Authenticity required
  - Make integrity a habit
Organizational Core Values & Beliefs

• Core values are the root beliefs a person (or organization’s) highest held beliefs

• Beliefs are “a state or habit in which trust or confidence is placed in some person or thing” (merriam-webster.com)
Self Reflection:

What are your core values and beliefs?

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What about your organization

• Core Values
• Beliefs
Building Organizational Trust

- Trust is the foundation for healthy relationships and work environments
  - Particularly for the retention of BIPOCs

- Trust is key for collaboration
  - Supports team-based work

- Trust is emotional
  - Takes long to build trust
  - Seconds to break trust

- Trust is communicated in the abstract
  - Built or broken behaviorally
Broken Trust (Betrayal)

What happened when a trust was broken?

Share your experiences and feelings here:

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Four Cs of Transformative Trust

- Conviction
- Courage
- Compassion
- Community
The Reina Trust & Betrayal Model®

Seven Steps for Healing™

1. Observe and acknowledge what has happened
2. Allow feelings to surface
3. Get support
4. Reframe the experience
5. Take responsibility
6. Forgive yourself and others
7. Let go and move on
Types of Followership - Kelley

- Exemplary
- Conformist
- Passive
- Alienated
- Pragmatist
Followership - Kellerman

- Isolates
- Bystanders
- Participants
- Activists
- Diehards
Resources

Referenced:


Read:


Questions

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Thank you, Twanna Hodge for the help!

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