CommuniTea
Building Trust at WHOI

Tiffany Summerville
WHOI Land Acknowledgement

We collectively acknowledge that Woods Hole Oceanographic Institution is located on the unceded ancestral and contemporary land of the Wampanoag peoples. We acknowledge the Mashpee, Aquinnah, Herring Pond, and Assonet Wampanoag Tribes as the original stewards and protectors of this land and surrounding waters. We recognize the perpetuated detrimental effects that systemic government oppressions have had on indigenous communities as a result of colonization.”
CommuniTea Guidelines

Building Trust and Engagement
CommuniTea Guidelines

- Be respectful of the others in the room.
- Be aware of your speaking volume.
- Use others’ correct pronouns and names. If you make a mistake, correct yourself.
- Refrain from using offensive language.
- Discuss ideas, not people. Please, no personal attacks.
- Do not use names or personal identifiers when talking about past experiences.
- Try to give everyone at your table the opportunity to speak.
- When you share what you learn here with coworkers and friends, please respect everyone’s privacy and avoid using personal identifiers.
Trust in the Workplace

Building a Foundation for Success

Tiffany Summerville
Topics

• What is Trust
• Benefits of Trust
• Building Trust
• Trust-Breakers and Gaps
• Exercise
• Questions
What does trust mean to you?

- Group discussion
What does trust mean to you?

Trust: 

Assured reliance on the character, ability, strength, or truth of someone or something. One in which confidence is placed.
What is Trust in the Workplace?
Trust in the Workplace

• Trust is vital for organizations and teams to thrive.
• Trust in the workplace is built by establishing positive relationships between employees, managers, & leaders
• A foundation of trust, transparency, and open, ongoing, continuous communication.
• A culture of psychological safety & mutual respect
Why is trust important & What are the benefits:

• Enhances teamwork & collaboration
• Improves alignment & a sense of belonging
• Improves efficiency, engagement & productivity
• Enhances decision-making
• Decreases stress & burnout
• Overcomes resistance to change
Building Trust
Building Trust

- Built when culture, communication, and behaviors are reflective of promises made
- Honesty, Transparency & Authenticity
- Active listening
- Consistency
- Embrace & encourage accountability
- Empathize
Trust gaps & Trust breakers
## Trust gaps & Trust breakers

- The distance between intention verses reality

<table>
<thead>
<tr>
<th>Trust breakers</th>
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<tbody>
<tr>
<td>Conflict avoidance</td>
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<tr>
<td>Lack of feedback</td>
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<tr>
<td>Ineffective communication</td>
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<tr>
<td>Assumptions</td>
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<tr>
<td>Lack of psychological safety</td>
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<tr>
<td>Ambiguity</td>
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<td>Limited interactions and access to leaders and peers</td>
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Resources

Questions?