

Restoring Trust

When you have broken trust with someone:

Step 1: Acknowledge the breach of trust

- Act quickly after the breach of trust – don't delay
- Try to fully understand your actions and their implications
- Consider the damage from the point of view of the other person
- Consider how your breach of trust has affected the workplace
- Communicate your full understanding

Step 2: Apologize

- Explain the causes of your actions, but *don't make excuses*
- Express your remorse for what you've done
- Be sincere

Step 3: Make restitution

- Consider what you can do to make it up to the person
- Ask the impacted person what you can do to start rebuilding trust
- Follow through on your promises

When someone has broken trust with you:

Step 1: Acknowledge the breach of trust

- Act quickly after the breach of trust – don't delay
- Try to *fully* understand the other person's actions and their intentions – *be open to the possibility that you may be misunderstanding or misinterpreting their behavior*
- Communicate what you understand, and be open to learning more and/or finding out new information, etc.
- Help them understand the damage from your point of view
- Help them consider how their breach of trust has affected the workplace

Step 2: Be open to an apology

- Give the person the opportunity to explain the causes of their actions, *but don't allow them to make excuses*
- Give them the opportunity to express remorse for what they've done
- Be willing to believe that they are being sincere

Step 3: Ask them to make restitution

- Let the individual who broke your trust know what they can do to begin rebuilding trust with you
- Ask them to follow through on their promises – and hold them accountable, *gracefully*

(Adapted from SkillSoft Job Aid)