

Trust in the WORKPLACE



How Trustworthy is Your Workplace?

ELI recently conducted a survey of its clients to explore the issue of trust in the workplace. We wanted to identify and better understand organizational trust issues from the internal employee's viewpoint – what the climate of trust was, what specific issues were hot buttons, and how issues could be resolved before they reached a dangerous level and caused irreparable damage for the company.

Our survey respondents come from a wide variety of industries and include a cross-section of positions within their organizations. They range in age from 18 to 55+ years and have been with their companies from one to 15+ years. The infographic below contains some of the most relevant findings, but we encourage you to download the full report on the ELI Inc. website.

What Undermines Trust?



Managers not conducting themselves as professional leaders



Managers jumping to make staff decisions without allowing their staff to make their own decisions



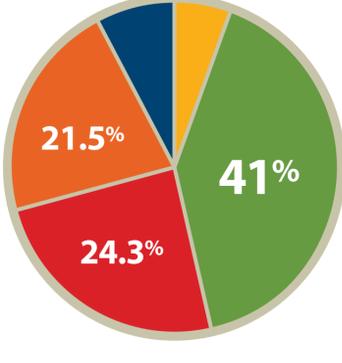
Managers promising something and not following through



Management being more focused on an external image than their internal issues

Do Employees Feel Comfortable Discussing Their Concerns?

Employees in my organization are comfortable approaching leaders with problems and concerns



■ Strongly Agree ■ Disagree
■ Agree ■ Strongly Disagree
■ Neither Agree or Disagree

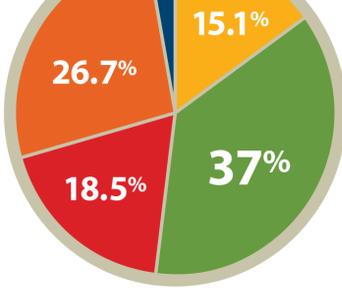
Do Employees Trust How the Organization Implements Business Practices?

Rate the level of trust in how the organization implements the following business practices



Do Employees Feel that Leadership Says One Thing and Does Another?

Employees complain about leadership saying one thing and doing another

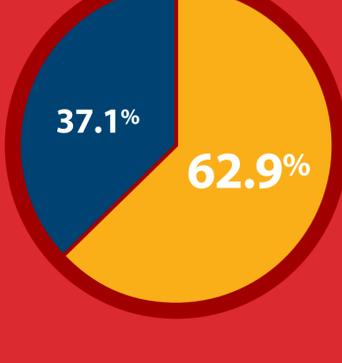


■ Strongly Agree ■ Disagree
■ Agree ■ Strongly Disagree
■ Neither Agree or Disagree

Do Employees Think Senior Leadership Models Values?

Employees complain about leadership saying one thing and doing another

■ Yes ■ No



What Can Leaders Do to Build Trust?

"Be more open to feedback and taking action."

"Improve communication, processes, and lead by example."

"Be open and transparent with communication; ask for feedback and act on it."

"Open, honest communication; follow through on promises, and treat all fairly."

Final Takeaways for Building Trust in the Workplace



Organizations cannot achieve trust in the workplace until leadership builds a culture based on daily behaviors and interactions.

The key to remember is all leaders must lead by example.



The CEO and other executives can set the tone, but that tone is maintained and given credibility by individual leaders throughout the organization and how they communicate the message.

All complaints should be taken seriously. It is an ongoing effort to create a values-driven environment that fosters trust.

