



5 TRUST BUILDING REFLECTIONS

When we encounter issues building trust, it's time for a brave conversation. With ourselves, our businesses and our communities.

To prepare, try reflecting on what you **know, think, feel, say and do.**



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1 WHAT DO WE KNOW?

What do we know about each other and about the issues at hand? What are the facts and the information gaps?

Brave conversations require us to dig deep until there is a common understanding of where each person is coming from and the problem to be solved. Sometimes the underlying stakeholder needs or root cause of a problem is not what it first seems.



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2

HOW DO WE THINK?

How do we think about the situation that we find ourselves in? What assumptions or judgements are we making, and what pre-conceptions or agendas might we have? How can we let go of those to be more curious and open?

Brave conversations require us to keep an open mind and invite in diverse views and insights to inform and challenge our thinking.



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3

WHAT DO WE FEEL?

What are your own feelings, and how emotion might be influencing your behaviour? How might other people be feeling, and can you see a positive intent? How can we practice more empathy, and seek to understand the feelings of others?

Brave conversations require self-awareness and striking a balance between thinking with your head and feeling with your way through with your heart.



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4 HOW DO WE SAY IT?

Have we first listened, learned and asked questions to help us understand before speaking or forming an opinion? When we do speak, are we clear, consistent and checking for comprehension? Are we speaking respectfully and allowing all voices to be heard? Is the conversation focus on the issue/problem, rather than the people or the organisations they represent?

Brave conversations avoid a fixed mindset of non-negotiables, demands and posturing in favour of conversation, collaboration and problem solving.



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5 WHAT DO WE DO?

What are the agreed and aligned actions that can be taken to move the conversation and relationship positively forward? What are the commitments and promises that you have/can make and how are you delivering on these?

Brave conversations demonstrate credibility by doing what you said you will, and trustworthiness by behaving honestly and ethically. It might be possible to move forward in leaps and bounds, or we might be taking small steps quickly and consistently - either way, we build momentum.

