



Solving the “Trust Equation”

Vincent E. Boles
P&L Dept DAU-S





2014 Summer Acquisition Update

**LEADERSHIP LUNCH and LEARN
SOLVING THE “TRUST EQUATION”**

Vincent E. Boles

P&L Dept DAU-South

Learn. Perform. Succeed

“TRUST”

- Let's discuss the subject
- **WHAT IS IT?**
- **WHAT IS IT'S SIGNIFICANCE**
- **HOW DO YOU ATTAIN IT?**
- **HOW DO YOU MAINTAIN IT?**

REFLECTION ZONE

Did you have an occasion to have your trust in someone validated or invalidated?.... What caused it?...What were the ramifications?...What could have made the situation “better”

Some Thoughts on Trust

- **“Self Trust is the first secret of success” ...Emerson**
- **“You must trust and believe in people or life becomes impossible”Chekov**
- **“I know God will not give me anything I can’t handle. I just wish he didn’t trust me so much”**
Mother Teresa

One More Thought

- **Trust is like a vase...once it's broken, though you can fix it the vase will never be the same again"**

Anonymous

Interesting, however, any data on this???

- **The Edelman Trust Barometer**

Annual Survey

Global Study

31,000 people surveyed

26 Countries

Ages 25-64

Business, Government, NGO's, Religious Groups

In the 2013 Survey they found.....

- **“FEWER THAN ONE IN FIVE RESPONDENTS BELIEVE THAT A BUSINESS OR GOVERNMENT LEADER WILL ACTUALLY TELL THE TRUTH WHEN CONFRONTED WITH A DIFFICULT ISSUE”**

Put another way.....

Only 20% (6200) People believed that Leaders were providers of truth

So What did the Edelman Group look at to come to this conclusion?

THE 5 TRUST BAROMETERS

- **Engagement....Is there transparency in the organization?**
- **Integrity...Is it Visible?...Leaders walking their talk?**
- **Quality Products and Services...Pride...stand behind it?**
- **Purpose...Do they make greater Society better?**
- **Operations...Honorable leaders?... Top of their Industry?**

REFLECTION ZONE

- **What does my organization/team do that reinforces trust?**
- **What tactics, techniques, procedures do we utilize that may inhibit trust?**

Thoughts on building trust in the workplace

Deb Clifford of “Inspired People”

5 Trust Building Behaviors

- **Promise Only When You are Positive**
- **If you don't have an answer, say so (then find out)**
- **Tell The Truth, as much as you can as fast as you can**
- **Don't Say One Thing and Mean Another**
- **When you ask for Feedback...Circle Back**

Your Time

- **Questions...Comments...Discussion**

FEEDBACK IS A GIFT

- **I Need Yours:**
 - * **What Went Well?**
 - * **What Should I Change?**



Thoughts to Leave You With...

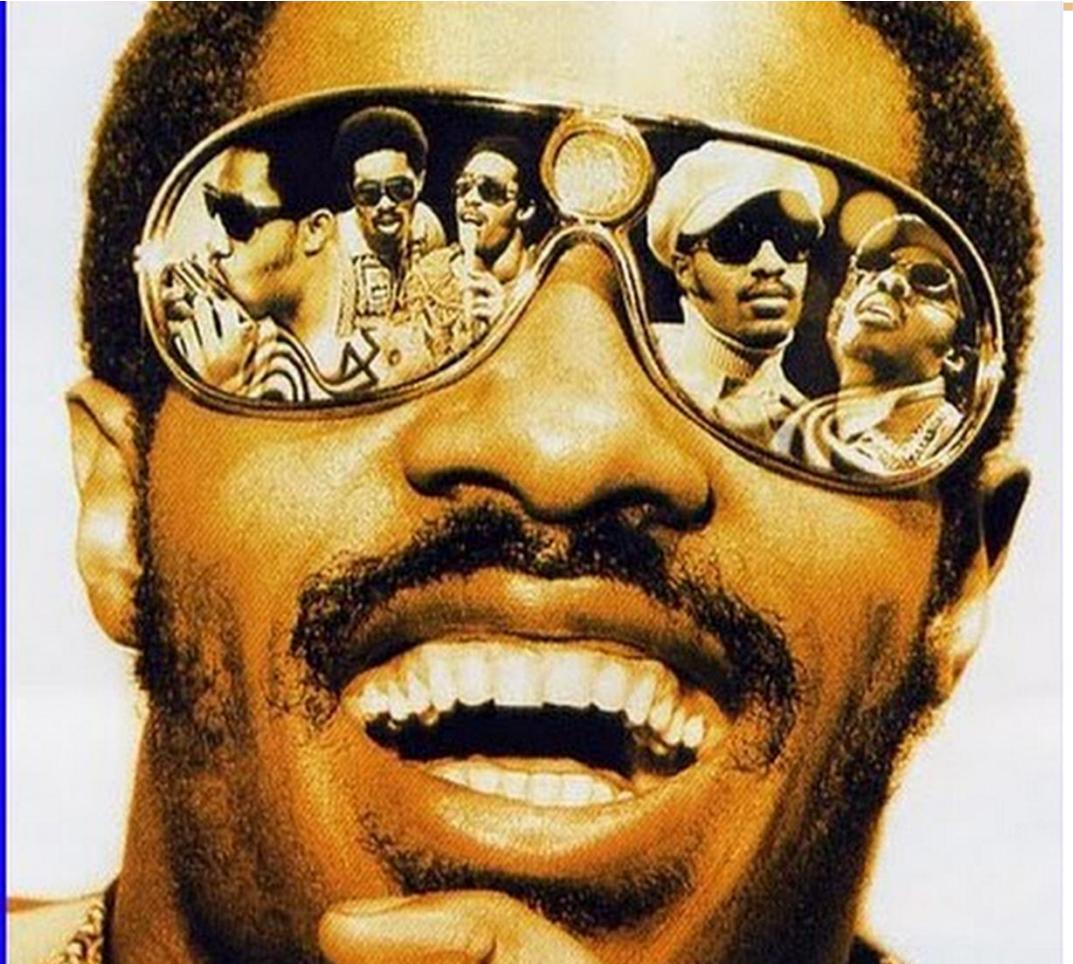
Learn. Perform. Succeed

Andy Samberg...SNL

“We don’t go on because we’re ready...
we go on because it’s 11:30”



"When you believe in things that you don't understand then you suffer...
SUPERSTITION
aint the way..."



THANK YOU...
FOR YOUR TIME AND ATTENTION!!!

Vincent.boles@dau.mil