**Ideas on Building Connection and Trust Among Colleagues**

* We started zoom versions of the water cooler chat on Monday mornings. It started out slow and forced but has morphed into something we look forward to and it flows naturally. I also check in randomly during the week on Teams to see how everyone is doing. We also have our weekly staff meetings, so we share A LOT
* We are currently spending a lot of time together crafting our mission/vision/values that represent us collectively, where each person sees her/himself in the words. It’s taking a long time, but this means much more than words for us—it’s a chance to really know each other and our beliefs/values/work!
* We started daily check ins every morning at 8:30am while we are hybrid virtual and in person, they are voluntary but has created that space for a quick check in that normally would happen if you were in person in the office
* During COVID we had weekly trivia for a half hour
* We have constant communication via teams (daily). Weekly check-in.
* On our team we have an "ice breaker" question that each of us answers at the beginning of staff meetings. It may seem a little corny, but we actually learn a lot about each other and build connections with one another.
* We have a small team, and I’ve found it helpful to have small projects assigned to each team member to lead. That person comes to our faculty meetings and leads the charge on that particular project and it’s an opportunity for them to micro lead and to build their confidence in presenting and organizing their ideas. Also creates more empathy for them as they are getting used to leading and receiving/giving feedback
* I send a Happy Friday email every week. It is reflections, encouragements, celebrations of the work being done or milestones. It is corny at times, but it turns out the team enjoys them. I talk about humorous things that happen (especially with my husky puppies). My purpose was to keep up their spirits especially in the beginning of the pandemic when everything was hard and scary. I am still doing that.

**Ways Leaders can Build Trust**

* Part of building trust is the willingness to admit when you’ve made a mistake. Also allowing for differing points of views is crucial.
* they always follow through with what they say they will do
* They were ALWAYS honest, no matter what!
* The leader told me the truth even when they knew it would be hard for me to hear.
* Being a great communicator - sharing what information is available at the time, and is allowable to share, and how it matters/pertains to the teams.
* when they weren't able to do what they said they wanted to do, they explained why and what they learned from trying
* Maintained confidentiality, checked in, valued input, wanted success for team and shared credit
* Encouragement in everything and always teaching
* Transparency- looking at things from different perspectives including their own, sharing this through communication as well as showing empathy and a feeling/willingness to walk through situations together.
* Thank you for saying ‘take blame, give credit’. This was a hard but essential shift I had to make when I became a chair. It means putting aside ego and caring more about the unit…not easy!
* establishing personal connection and playing favorites can conflict
* Be careful about giving credit-- sometimes the person who has the visibility isn't the one who made it happen.
* Reframing is critical, one needs to be able to shift between cognitive lenses to see organizational phenomena in different ways
* one of the key things that I have always utilized during change is to "stand on the balcony" to make sure you are seeing the whole picture and to stop and "take the temperature" to find those that are struggling the most with change because of the lack of trust
* Change is often difficult, but always leads to opportunity. Optimism in times of change, allows us to use the opportunities to improve and grow.
* What are some ways we can approach these practices with our OWN supervisors?
  + Possibly share what you've learned here (even recording) why it resonated with you, and how the two of you (and other leaders) might make a plan to work on this.

**From Panelist Amy Martin:**

“Love is a combination of care, commitment, knowledge, responsibility, respect and trust/”

• Structural (Safety, Support, Clarity, Fairness)

• Human Resource (Connect, Develop, Care)

• Political (Listen, Negotiate, Set Agenda)

• Cultural (Vocabulary, Symbols, Images, Building unity)

**From Panelist Jabbar Bennett**

Simon Sinek, Start with Why: <https://www.youtube.com/watch?v=u4ZoJKF_VuA>

Simon Sinek “Leaders Eat Last”