

Creating and Sustaining a Respectful Work Environment Series:
Fostering Inclusion, Trust, and Morale in a Changing Landscape, Talk #1

Unpacking Trust

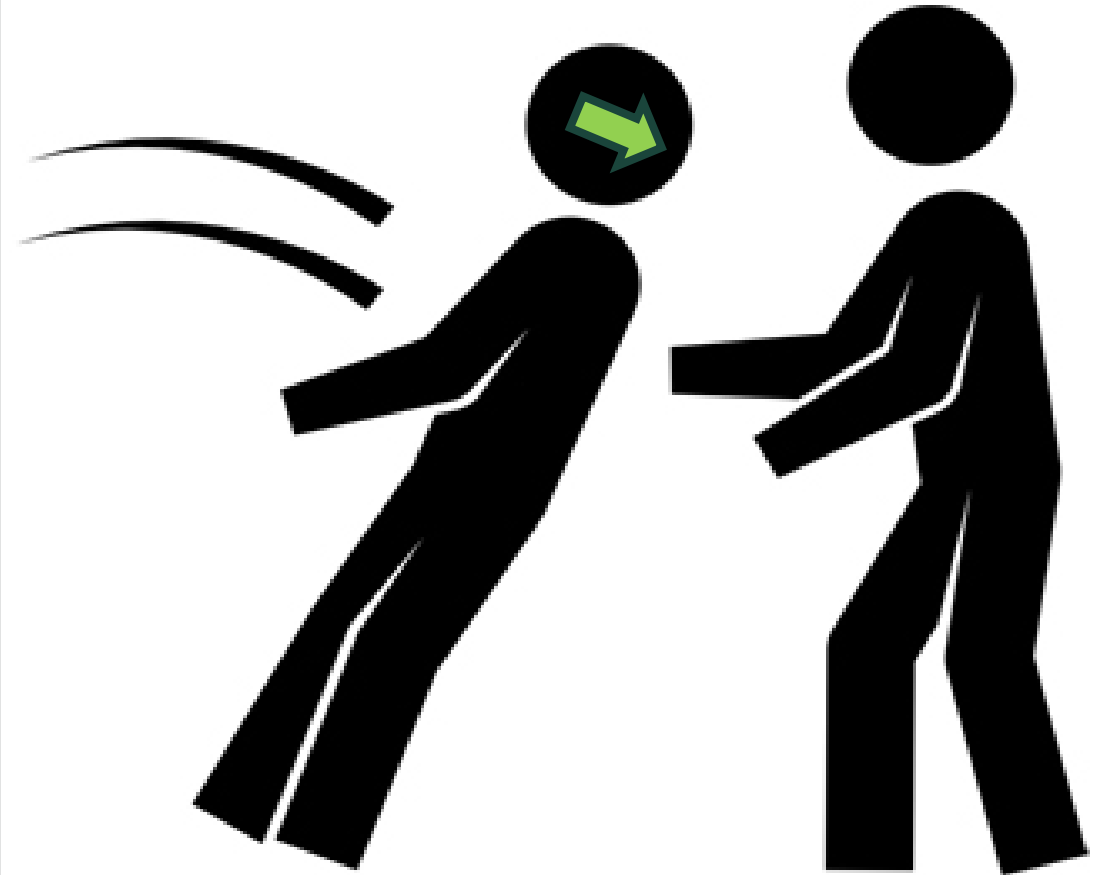
Joe Hamm, *PhD, MLS*

Primary Appointment: *School of Criminal Justice*
Joint Appointment: *Environmental Science and Policy Program*
Courtesy Appointment: *Department of Political Science*



What is Trust?

- A psychological state within the trustor, characterized by a willingness to accept (*focal*) vulnerability to the trustee.
- Trustor
 - *Vulnerability*
- Trustee
 - *Agency*



What is Vulnerability?

- Imposed Vulnerability
 - *Human experience*
- Focal Vulnerability
 - *Relational*
 - *Perceived*
 - *Present*
- Emergent Vulnerability
 - *“Post-Trust”*

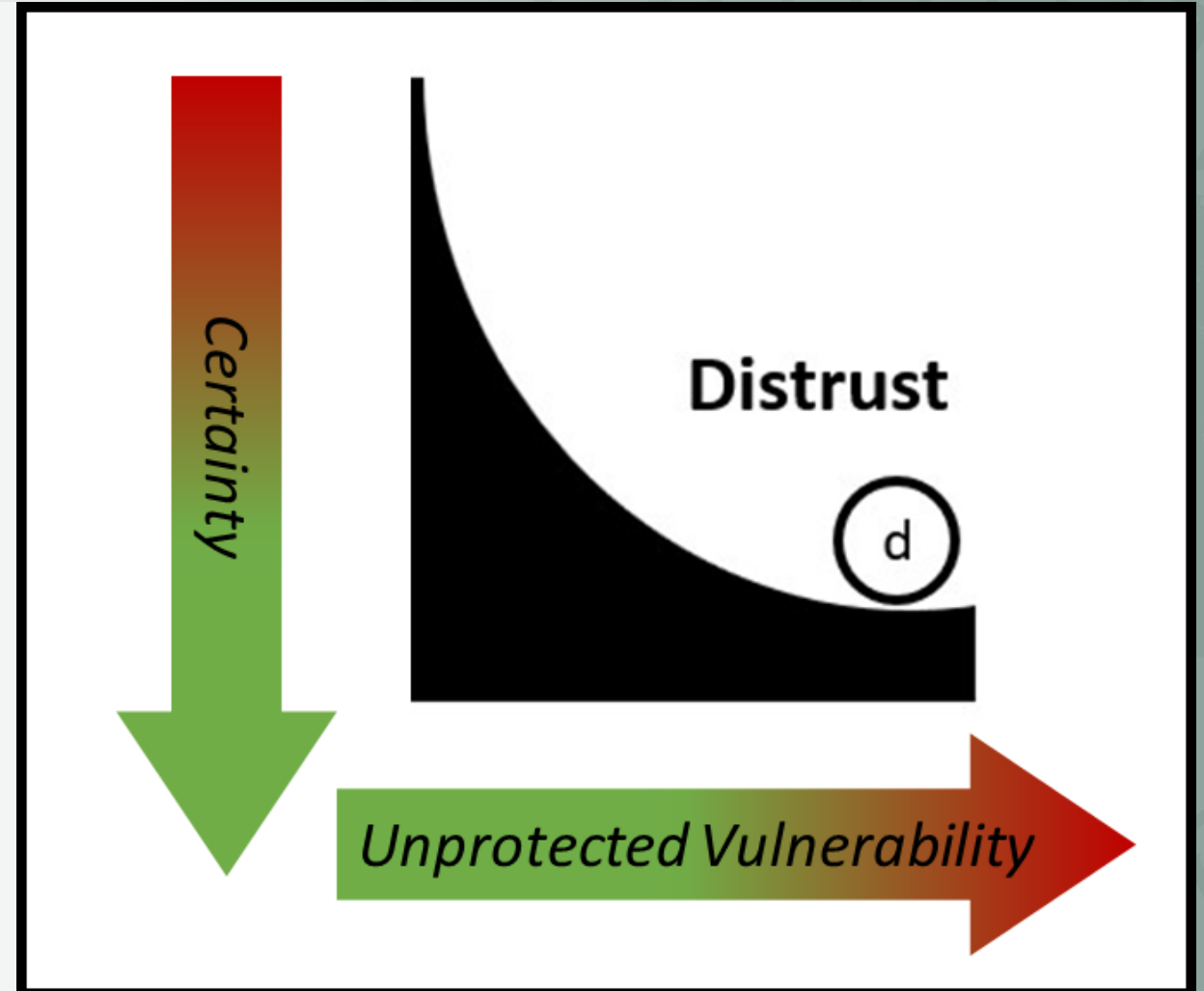


Key Questions for Unpacking Trust

Question	Ex 1	Ex 2
Who?	Employee → Supervisor	Employee ← Supervisor
For What?	Safety, Recognition, Identity	Safety, Recognition, *Reputation*
Why?	Ability, Benevolence, Integrity	Ability, Benevolence, Integrity
So What?	Risk-taking in the relationship	Risk-taking in the relationship

What about Distrust?

- A psychological state within the distruster, characterized by an **unwillingness** to accept focal vulnerability.
 - *Pervasive?*
- Self-Reinforcing Processes
 - *Distrust ≠ Low Trust*



Key Questions for Unpacking Distrust

Question	Ex 1	Ex 2
Who?	Employee → Supervisor	Employee ← Supervisor
For What?	Safety, Recognition, Identity	Safety, Recognition, Reputation
Why?	Inability, Malevolence, Deceit	Inability, Malevolence, Deceit
So What?	Reducing interdependence	Reducing interdependence