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

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

<table>
<thead>
<tr>
<th>Question</th>
<th>Ex 1</th>
<th>Ex 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who?</td>
<td>Employee → Supervisor</td>
<td>Employee ← Supervisor</td>
</tr>
<tr>
<td>For What?</td>
<td>Safety, Recognition, Identity</td>
<td>Safety, Recognition, <em>Reputation</em></td>
</tr>
<tr>
<td>Why?</td>
<td>Ability, Benevolence, Integrity</td>
<td>Ability, Benevolence, Integrity</td>
</tr>
<tr>
<td>So What?</td>
<td>Risk-taking in the relationship</td>
<td>Risk-taking in the relationship</td>
</tr>
</tbody>
</table>

---

What about Distrust?

• A psychological state within the distrutor, characterized by an **unwillingness** to accept focal vulnerability.
  • *Pervasive?*

• **Self-Reinforcing Processes**
  • *Distrust ≠ Low Trust*

---

## Key Questions for Unpacking Distrust

<table>
<thead>
<tr>
<th>Question</th>
<th>Ex 1</th>
<th>Ex 2</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Who?</strong></td>
<td>Employee → Supervisor</td>
<td>Employee ← Supervisor</td>
</tr>
<tr>
<td><strong>For What?</strong></td>
<td>Safety, Recognition, Identity</td>
<td>Safety, Recognition, Reputation</td>
</tr>
<tr>
<td><strong>Why?</strong></td>
<td>Inability, Malevolence, Deceit</td>
<td>Inability, Malevolence, Deceit</td>
</tr>
<tr>
<td><strong>So What?</strong></td>
<td>Reducing interdependence</td>
<td>Reducing interdependence</td>
</tr>
</tbody>
</table>