



# LEADING WITH TRUST AND THE “CONTAGIOUS YOU”

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# What is TRUST?



Trust is the invisible currency that fuels every relationship - in leadership, team or families.



Harvard Business Review shows high-trust companies outperform their competitors by up to 286%. It's not only about the business, but also about the culture.

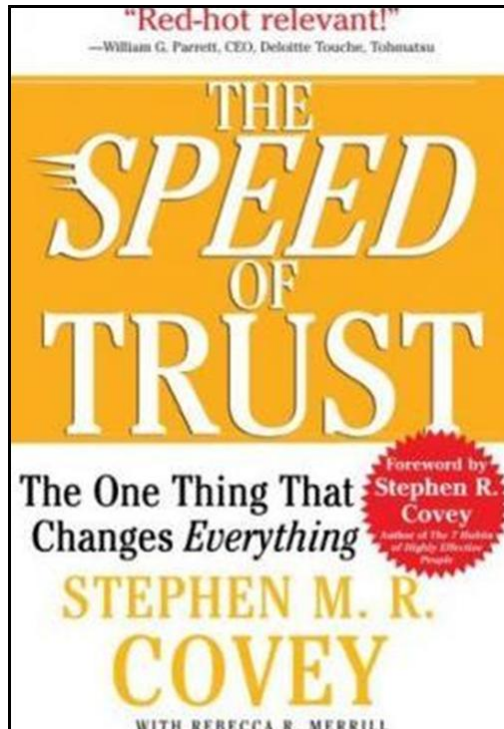


Trust is a culture and a value. Without trust, there is no innovation, no risk-taking and no real progress.

**A strong culture of trust is a critical foundation for all organisations.**

# Is TRUST a skill that can be learned?

**Good news!**



#1 Leadership Competency -

Trust is the “Currency” of new economy



## 1. Framework

For thinking about trust

## 2. Common Language

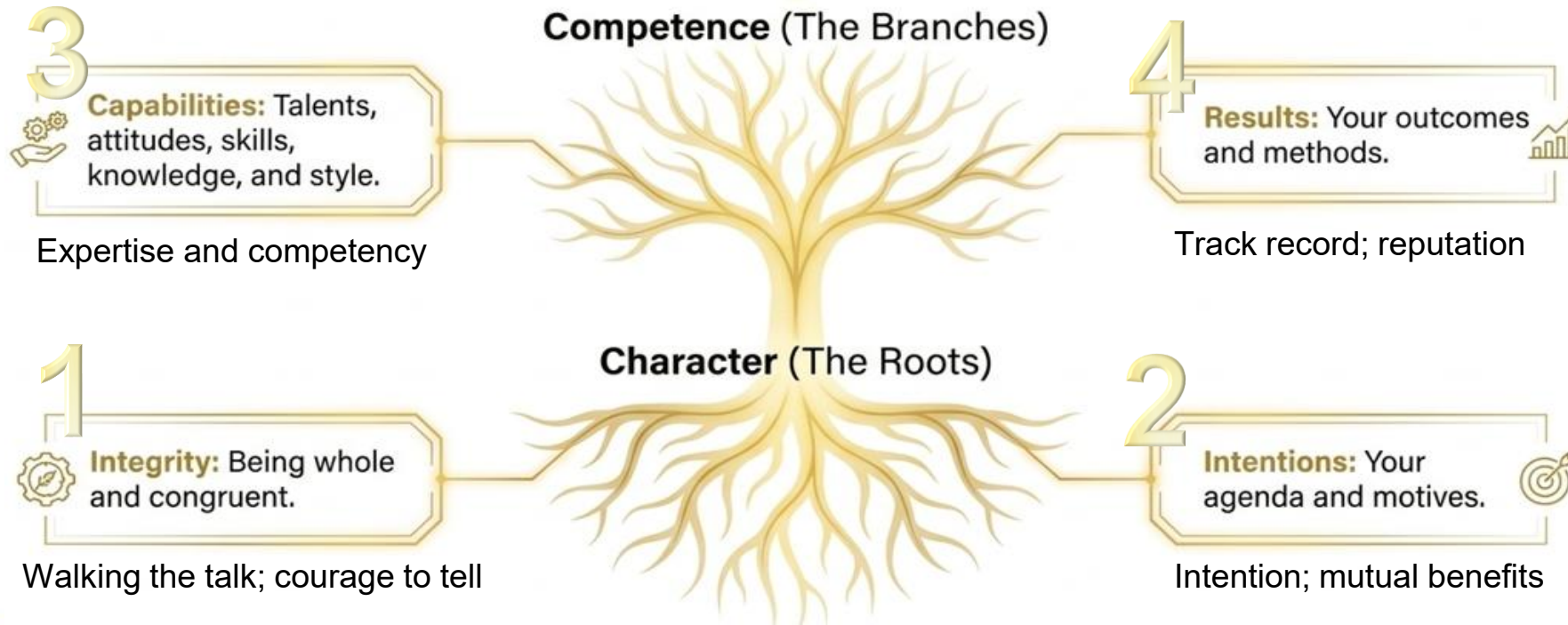
To increase trust

## 3. Process

For deliberately creating trust

Stephen's Son, Franklin, said that it is important for leaders to make **'TRUST'** an explicit objective and he talks about the 4 cores of credibility, and all 4 cores must work in tandem.

## Tree Symbolises Trust



# Increase the Speed of Trust

## The Foundations of Trust



Trust is built on two pillars

What you can do

Who you are



- Trust in Action

Consistency – Accelerate Trust

The key idea is simple: Trust drives performance and work moves faster.

# Why TRUST matters?

## Trust in Healthcare: Safety First; Lifeline

Trust is essential for patient safety and quality care.

### The Power of Trust



When trust is forged, people feel safe to speak up, share ideas, and admit mistakes. Trust creates safety, fosters collaboration, and builds resilience.

### A Cornerstone of Sustainable Relationship



Trust boosts morale, encourages innovation, and reduces conflicts, transforming workplaces into supportive and high-performing environments.

### What makes us different



We lead with empathy, integrity, and accountability. Our culture of trust sets us apart—people feel safe, heard, and valued.

### The Internal Impact



Trust is the foundation of long-term, meaningful connections, enabling open communication, mutual respect, and shared growth.

# The importance of TRUST

Stephen uses the metaphor of the emotional bank account.



Trust takes many years to build, but takes forever to mend once it's broken.

# How is TRUST measures? Trust Equation (TQ)

## 4 Objectives Variables

$$T = (\text{Credibility} + \text{Reliability} + \text{Intimacy}) / \text{Self Orientation}$$



With high credibility, reliability and intimacy and low self-orientation = high trustworthiness

There is a phrase - "Time will tell" which means consistency over time.

It affects the quality of every relationship, every communication, every work project, every business venture, and every effort.

**Every single encounter counts!**

# Do you know what is most contagious?

Our behaviours, attitudes, beliefs, actions and perspectives can be 'contagious' to our teams.

An emotion, feeling, or attitude is likely to spread and affect others.



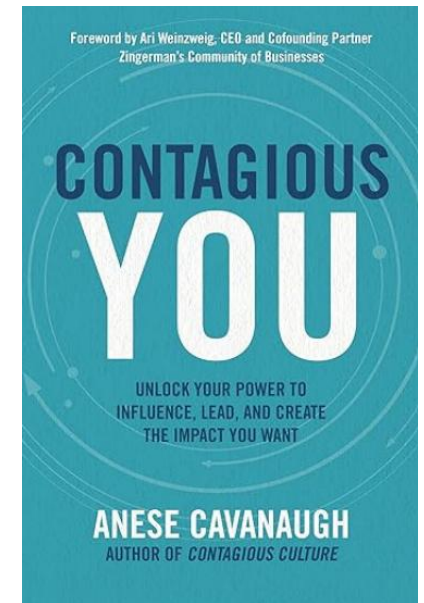
# Contagious YOU

*“Your leadership power is contagious. Without trust, influence diminishes.” – Vanessa Hall*

**A minute of reflection - Do People Trust You?**

Unlock your power to influence, lead with intention, energy and presence.

Create the impact that you want.



Frameworks, best practices and actionable tips

## 3 Elements of TRUST – Harvard review



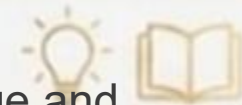
### Build Positive Relationships



Balance results with concern for others, generate cooperation between others, resolve conflict with others and give honest feedback in a helpful way.



### Good Judgement / Expertise



Others seek your opinions and trust your advice/views. Your knowledge and expertise make an important contribution to achieving results. You can participate and respond quickly to problems.



### Consistency



Be a role model and set a good example. Walk the talk. Honor commitments and keep promises.

# Good leadership is contagious; it begins with you

Harvard Business Review finds that employees working in high-trust environments report:



*“The measure of your life will not be in what you accumulate, but in what you give away.”*  
- Dr. Wayne Dyer, Author of The Power of Intention

**The story of TRUST –** Stranger Patient Colleague

**What Matters to Monika?**



- Hear Me – Listen to me
- Prepare Me-Physically, Psychologically, Financially
- Protect Me- Beyond the “Do no harm”
- Support me- In all my needs and wants
- Care for me- As your loved ones



**CHALLENGES**

- Peak of Covid
- Inter-city organ donation- ischemic time
- Finance constraints
- Multi-centric team and Time constraint in making quick decisions

# The story of TRUST – Stranger Patient Colleague

## Rehabilitation at work



*“This light that is glowing in my Hands, has given me new life ..... I will take it forth to spread light to many more lives.”*

**Monika More**  
Patient Care Coordinator @  
Global Hospitals Mumbai



# THANK YOU FOR YOUR KIND ATTENTION

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Being **t**rustworthy, **r**esilient and **u**nited will enable us to create a powerful **s**ynergy to **t**ransform nursing (**T.R.U.S.T**)