

The Kindness Curriculum Educators notes

Trust

Trust is the confidence that a person or group of people has in the reliability of another person or group. It is the degree to which one feels they can depend on the other party to do what they say they will do and the belief that a person will behave in certain ways. The predictability of an action or behaviour builds a feeling of confidence and security contributing to trust. People who trust are happier, relaxed and more functional.

Trust has many benefits including increased optimism, higher levels of self-confidence, lower stress levels, peace of mind and more meaningful social connections. It is essential that in our contemporary world that dimensions of trust and social media are also investigated as 'fake news' has the capacity to damage personal and public trust. Trust as a process is heavily influenced by individuals' experiences, context and history.

Trust and kindness is a central part of all human relationships, family, community and business life. Trust is both an emotional and logical act. Emotionally, it is where one reveals their vulnerabilities to people, with the expectation they will not take advantage of your candidness. Logically, it is where one has assessed the probabilities of responses, calculating expected outcomes, and concluded that the person in question will behave in a predictable manner. Trust can be described as the following:

- A set of dependable behaviours
- A belief in a probability or reliability that a person will behave in certain ways
- A feeling of confidence and security in another individual

Emotions associated with trust include companionship, friendship, love, agreement, relaxation, comfort. Trust has many benefits that support healthy relationships including:

- Enhanced social connections
- Lower stress levels
- Higher levels of self-confidence
- Increased optimism
- Supports social interactions including reciprocity

Events happen in life that can make trusting people, contexts and scenarios challenging and daunting including bullying, trauma, violence and abuse. Social media can also create unrealistic conditions and difficulty in determining truthful scenarios and circumstances making people more vulnerable.



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Building trusting educational environments supports peoples' wellbeing and sense of security. In classrooms when trust and respect is mutually felt by all stakeholders the environment is predictable, and people take risks in their learning and feel valued. Other benefits of trust include stimulated productivity with students maximising effort; engagement in critical situations, and increased altruism with students displaying positive behaviour and more responsibility.

Trust has been shown to play an essential role in workplaces. Research suggests a high trust culture nurtures collaboration and creativity, encouraging innovation (Seppala, 2015). In high trust workplaces, colleagues are encouraged to work together, and a team mindset is valued. When trust, a strong sense of camaraderie, loyalty, and creativity are high, and stress is low, employees are happier and more productive. The expectation of working in high trust cultures is growing; increasing numbers of millennials are entering the workplace and they want to work for companies that are collaborative and transparent. People are wanting to be proud of the organisations they work for and to value what it stands for, missions and values. Trust occurs when people feel the company takes a genuine interest in the 'whole person' and wants to help them accomplish their goals.

References

- [Seppälä, E. \(2015\). Why Compassion Is a Better Managerial Tactic than Toughness. Retrieved from Why Compassion Is a Better Managerial Tactic than Toughness \(hbr.org\)](#)



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