

TRUST

UKZN is guided by its core values namely, Respect, Excellence, Accountability, Client Orientation and Honesty. The t for TRUST underpins all of the above institutional values, hence we have REACHt.

So, what is meant by TRUST -

If you trust someone, you believe that they are honest, reliable and sincere and will not deliberately do anything to harm you; that is, you believe in and have faith in someone. So, in other words, you have complete confidence in a person or plan. For example, if you loan your car to someone, you had better *trust* them to bring it back to you, and in good shape. You will not expect them to abuse or damage it in any way. That is because you have complete faith in that person

Trust takes many forms. You could trust in something abstract, like the idea that things happen for a reason. If you are naïve, people might take advantage of your trust.

You may have heard the saying when someone says “I trust you completely”, What does that mean – well, it means that you have complete faith in that person; that you depend on that person.

In the workplace, Trust is crucial for fostering healthy relationships, effective communication, and a positive work environment.

As an employee, leader or manager, being trustworthy is all about the following:

- 1stly, doing what you say you will do (that is, being dependable and consistent in what you say and not changing your mind every now and then)
- 2ndly, being approachable and friendly (people tend to trust leaders that they like; someone who is friendly and easy to talk to.)
- 3rdly, showing empathy and humanity towards others.; for instance, in our work environment we come across staff who have various challenges on the home front such as a sick child or an elderly parent who is ill – we need to be empathetic towards these colleagues and show that we genuinely care about what they are experiencing emotionally.
- 4thly, Honesty and transparency – trust is built when individuals are open and honest in their communications – so sharing information; showing support for your team members, admitting mistakes (and to your own mistakes) are ways of building trust.

- 5thly -Confidentiality – In the workplace, trust is established when employees can confide in each other and trust that sensitive information will be kept confidential. For instance, if a staff member shares a personal problem or concern, they trust that their colleagues will respect their privacy and maintain confidentiality – and not talk to others about their problem.

Conclusion

I would like to conclude by saying that it takes years to build up trust in any relationship, seconds to break or destroy it and forever to repair it. And the reality is that it may never be the same again as there will always be an element of doubt in a person's mind. So, just remember that we can't always demand trust, especially when we haven't always been truthful. Trust is earned...