

Building Trust

This exercise involves thinking about each of five characteristics of a strong relationship and deciding which ones need further work in each of your work relationships.

Start by listing what each word means to you and identify how it can be shown in the team in the form of a caring behaviour:

	What it means to me?	How it can be shown in my team?
Truthfulness		
Respect		
Appreciation		
Support / Validation		
Listening		

Actions to Improve Caring

In a team, there is always something that can be done to increase the level of caring in a team. The activities in the chapter on ‘Caring’ are ways to do this.

- **Validation and Invalidation** – a way of distinguishing your caring and uncaring behaviours in a team.
- **Contribution to Team Members** – thinking about each person and what you can do specifically to be thoughtful to them.
- **Caretaking versus Caring** – how to make sure that you don’t start being over-caring and move into caretaking.
- **Tips for emails** – suggestions on how to communicate caring through email communications and texts.