

Mar 2018

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Rebuilding trust requires much more than an apology.

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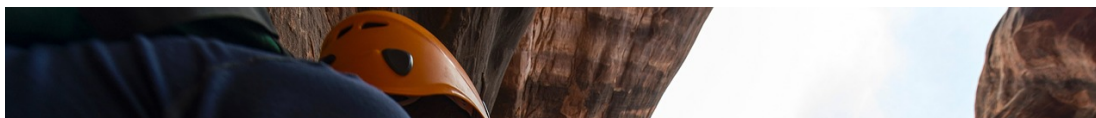
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"I left feeling affirmed and challenged to take those next couple steps on the way to the Real Me." -Mary, workshop participant



5 Easy(ish) Steps to Rebuild Trust

March, 2018





On paper, rebuilding trust sounds simple: apologize, promise to never do it again, and follow-up on that promise. But anyone who has broken someone's trust or been betrayed themselves knows it's not that easy. Trust is complicated, and rebuilding it requires a lot more than an apology.

However, there are a number of basic guidelines you can follow. Below are five steps to rebuilding trust that may seem easy to follow, but are actually more challenging than they sound. If you're determined to do what it takes, these five tips will put you well on your way to renewed trust.

Take it Slow

The first thing you should keep in my mind is that rebuilding trust is a process. Though we all know trust isn't pulled from thin air, many people still become frustrated when their apology isn't enough.

It's important to remember that trust is based on an intricate web of factors, involving complex decision-making, emotions, and personal characteristics. Be patient, and recognize that trust is earned over time, not overnight.

Honest Communication

Honesty makes up the foundation of trust. To show that your word can be trusted, have a sincere and honest discussion about what happened. Acknowledge your mistakes, say what you plan to do to make things right, and explain how you'll avoid the same mistakes in the future.

Keep Commitments

While communication is great for clearing the air, words mean nothing if you can't back them up. It's important to show the other person that you can be depended upon. Stay true to your promises and keep your commitments. It only takes one small let-down to undo the progress you've made rebuilding trust.

When we sense a person is self-centered, it's natural to assume they'll disregard your interests if it serves their own. Likewise, when a person demonstrates genuine concern for others, we tend to trust they'll have our best interests in mind.

When trust is broken, you may find the biggest challenge is trusting yourself again. If you've been betrayed, you might criticize yourself for being gullible, and wonder how you can trust your own judgment. On the other hand, if you've broken someone's trust, you may doubt whether you are someone who can be trusted.

When you set out to rebuild trust, remember that these five steps are guidelines, not rules. Everyone establishes trust differently, and you can't expect the same approach to work for everyone. With that in mind, make an effort to empathize with the other person. When you understand how they think and feel, the path to rebuilding trust becomes a lot clearer.

Margaret

1 <https://hbr.org/2009/09/the-decision-to-trust>

1. <https://npr.org/2006/09/the-decision-to-trust>
2. <https://www.psychologytoday.com/blog/living-forward/201609/how-rebuild-trust-someone-who-hurt-you>
3. <https://www.psychologytoday.com/blog/tech-support/201403/the-trouble-trust>

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This is YOUR time. Commit to a better year and a better YOU with a [Insights Deeper Discovery](#) workshop. Our next one will be held on Thursday, April 19th. More details about this transformative program on [our Eventbrite page](#).

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UXL's mission is to create leaders, promote positive change, and enable businesses and individuals to transform their dreams into reality. **Margaret Smith** is a career coach, speaker, author, licensed [Insights Discovery practitioner](#), and adjunct professor at St. Kate's University with 27 yrs experience as a Senior Leader for 3M. [Learn more about Margaret and UXL.](#)

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Margaret is a licensed Insights Deeper Discovery practitioner. She guides individuals undergoing a transition through her program, [Intentional Discovery](#), co-founded with [Dr. Jean Davidson](#) (Davidson Consulting and Coaching).

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