



# The Thin Book of Trust; An Essential Primer for Building Trust at Work

*Charles Feltman*

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## **The Thin Book of Trust; An Essential Primer for Building Trust at Work** Charles Feltman

This is a small book about a very important subject. A lot has been written about trust: about what it is and what it can do for people, families, companies, communities and countries. Often, good work is being sabotaged by interpersonal conflict, political infighting, paralysis, stagnation, apathy, or cynicism. Almost always, one can trace these problems to a breakdown in trust. It not only kills good work, it also inevitably creates some degree of misery, annoyance, fear, anger, frustration, resentment, and resignation. By contrast, in successful companies where people are innovative, engage in productive conflict and debate about ideas, and have fun working together, one can find strong trusting relationships. Having the trust of those you work with is too important not to be intentional about building and maintaining it. With this book, you will learn how to build and maintain strong trusting relationships with others, and repair trust when it is broken, by being intentional and consistent in your language and actions. Understanding and consistently demonstrating trustworthy language and behavior will help you earn and keep the trust of the people you work with.

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