

Team Talk Good Work Design: Building trust in your team



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This team talk is part of a series created to help you discuss good work design with your team. Read the team talk to your team and use the questions to start a discussion.

Introduction

We know that trust is a key element that underpins success at work. High levels of trust at work are associated with greater engagement, productivity, energy and satisfaction.

The more our team trusts each other the more success we will have together. Trust matters even more for virtual teams.

We all need to feel that the people we work with have confidence in us to do our jobs. Feeling trusted helps us develop a strong sense of belonging at work and we're able to do our jobs effectively. Developing a positive team climate where people are trusted to provide input, value each other's contributions and care about each other's wellbeing is the most important thing we can do to create psychological safety in our team.

Comcare's [Building Trust In Your Team video](#) and [better practice guidance](#) describes how managers can build trust in their teams. Let's watch the video - which is designed for managers but has messages that are relevant for all of us.

'Psychological safety is a belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes, and that the team is safe for interpersonal risk-taking.'

Amy Edmondson, 1999



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How to build trust in your team

Trusted people are credible, reliable and act with integrity; they are self-aware and look out for the interests of their team-mates.

Be open and communicate often:

- Share information freely, ask others for their ideas and contribute your own. Be open and honest and ask your manager or team-mates for help when you need it.

Intentionally build genuine relationships:

- Show you care about your team-mates by expressing interest in their lives and concern for their wellbeing.
- Participate in team building, social activities and team meetings – use these opportunities to get to know each other and build stronger connections.

It's even more important to build trust in virtual or hybrid teams:

- Wherever possible it's important to prioritise meeting people in person, particularly if they are new to the team or returning from extended leave. This will assist in strengthening the relationship developed remotely.
- Maximise virtual connection by:
 - focussing your full attention on the other person
 - acting in a genuine and natural manner
 - not disconnecting by looking away or being distracted
 - taking the first few minutes of the meeting to check in with the person or team and ask how they are, what they did on the weekend or how their family is.

Discussion

What makes you feel trusted and safe at work?

What do you think our team does well to establish or support psychological safety?

What behaviours might be undermining psychological safety?

Notes

This section can be used to record agreed actions arising from your discussion and/or attendance.

