

# Belonging, 2.5 + 2.6: Trust and Gratitude

## Summary

- Not trusting people makes sense - we don't know what's going on in their minds, and we might have to deal with whatever they get wrong. But not trusting also creates frustrations, and makes people feel like they don't belong.
- We need to work hard to think about who we do and don't trust, and why. We need to think about whether there's anything we could ask, do, or offer that might allow us to trust others.
- Gratitude is a big trust builder - it makes people feel seen, recognised, and supported. But it's easy to take people for granted if they're 'just doing their jobs,' even if those jobs are hard.
- Gratitude lands best when it's specific and the action and its impact are named.

## Exercises

- 1) Think through your last working day, and ask: who was I trusting in here? And who was I not? What is it that I need from others in order to be able to trust them?
- 2) What are the things that you struggle to let go of at work? What could you better delegate or trust other people to do? What could you ask for, suggest, or offer to others to allow them to trust you?
- 3) Are there any useful conversations you could have with others about being more trusted?
- 4) Think about your last week at work. Who might you have taken for granted? Is there anyone whose effort and work might be so consistent that you don't notice it any more?
- 5) Who could you say thank you to? How could you make that thank you specific?

## Resources and links:

- [https://journals.lww.com/academicmedicine/abstract/2024/01000/definition,\\_measurement,\\_precursors,\\_and\\_outcomes.29.aspx](https://journals.lww.com/academicmedicine/abstract/2024/01000/definition,_measurement,_precursors,_and_outcomes.29.aspx) Scoping review of the role trust plays in staff and patient outcomes, highlighting the importance of respect and communication
- [https://journals.lww.com/pccmjournal/abstract/2010/05000/building\\_trust\\_through\\_communication\\_in\\_the.10.aspx](https://journals.lww.com/pccmjournal/abstract/2010/05000/building_trust_through_communication_in_the.10.aspx) Study to understand the role of communication in trust-building with patients
- <https://hbr.org/2021/11/giving-thanks-at-work-an-hbr-guide> Easy-read guide to the value and techniques of gratitude at work

## Evaluation:

We would really appreciate your feedback through these short questionnaires on the videos and their usefulness. Your feedback will help us improve future content.

### Prior to watching the videos



### After watching the videos

