Dialog on Trust
PALESTINIAN AUTHORITY – ISRAEL CROSS-BORDER WATER CITIZEN EXCHANGE PROGRAM

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Objective

What is Trust?
How does trust work?
Trust framework
Open discussion
Introduction

Raise your hand if you think trust is a factor
Raise your hand if trust is one of the most important factors
What is Trust?

A trusts B with X

A places something of value (X) at risk. B has some control over X and therefore A’s wellbeing.

X may be:
- Given voluntarily by A (for some expected benefit)
- Requested by B
- Inherently under B’s control (externally/environmentally imposed)
Who do you trust?

Who do you trust most and why?

Who do you trust least and why?
Trust Factors

**Trustor**
- Propensity to trust (generalized trust)
- Trust history
- Stereotypes
- Risk/Benefit

**Trustee**
- Identity
- Competence
- Benevolence
- Understanding/Empathy
- Integrity/Honesty

**Interaction**
- Communication
- Shared values/identity/expectations
- Reputation, Referral
- Gut feeling

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Betrayal

Think about a time when you experienced a:
- Minor betrayal of trust
- Major betrayal

What happened?
Trust Breakdown

- Betrayal (intentional)
- Incompetence
- Mismatched Expectations
  - Misunderstanding
  - Assumptions
  - Context change
- Poor Communication

*Betrayal is often assumed*

*Trust is easier to break than to build*
Trust Repair

- Penance
  - Self-induced punishment
  - Offer something of value
- Apology
- Signal Reform
- Foster relationship
  - Shared values/goals/identity
  - Empathy/understanding
  - Give trust to get trust (bidirectional)
  - *Words, actions*
Trust Surrogates

- Minimize the Risk
  - Surveillance (A monitors B)
  - Control (A restricts B’s freedom)
  - Check points (B agrees to report to A)
- Collateral (B places something at risk)
- Penalization/Threat
  - Direct action (A takes direct action against B)
  - Judicial systems (A takes indirect action against B)
Trust Framework

System Trust

Legal
Business Systems
Environment

Transactional Trust

Competency
Communication
Contractual

Relational Trust

Identification
Shared values
Shared goals

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**Simultaneous decision:** A and B decide without knowledge of the other’s choice

**Compound decision:** decision to trust and to act honorably are intertwined

**Likely Result:** Both A and B want to act honorably, but neither does so out of fear/distrust of other

**Inherent Ambiguity:** Does dishonorable act reflect betrayal or distrust?
Open Discussion

What is the word for “trust” in your language?

What does it imply?