



Dialog on Trust

PALESTINIAN AUTHORITY – ISRAEL CROSS-BORDER
WATER CITIZEN EXCHANGE PROGRAM

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OnTrust Group



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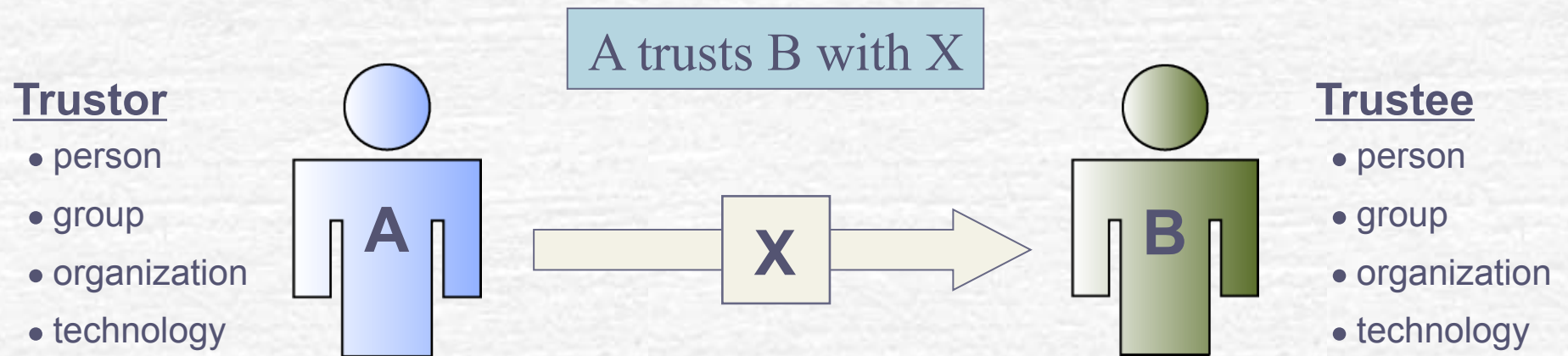
Objective

- 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?

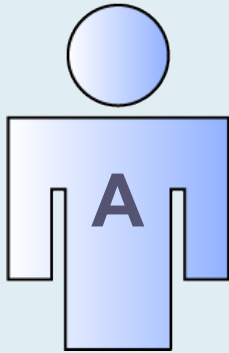


- **A** places something of value (**X**) at risk. **B** has some control over **X** and therefore **A**'s wellbeing.
- **X** may be:
 - Given voluntarily by **A** (for some expected benefit)
 - Requested by **B**
 - Inherently under **B**'s control (externally/environmentally imposed)

Who do you trust?

- Who do you trust most and why?
- Who do you trust least and why?

Trust Factors



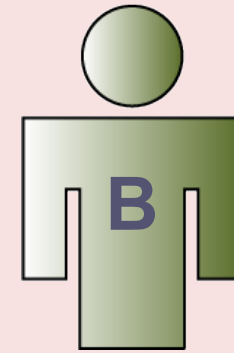
Trustor

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



Interaction

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



Trustee

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

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

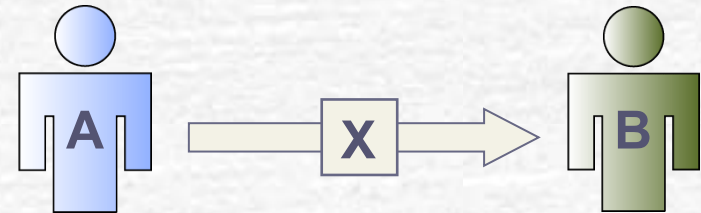
☞ Minimize the Risk

- Surveillance (A monitors B)
- Control (A restricts B's freedom)
- Check points (B agrees to report to A)

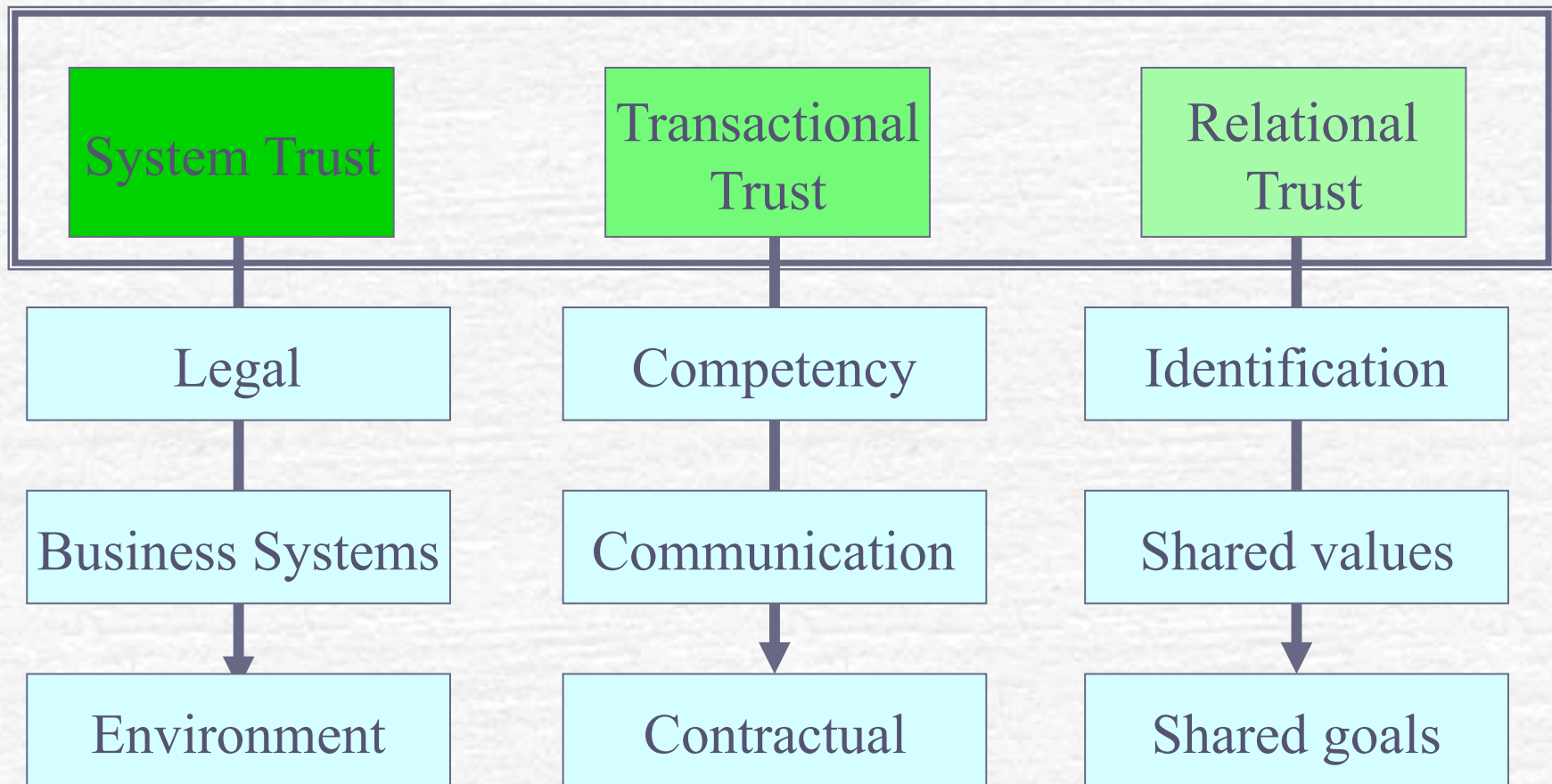
☞ Collateral (B places something at risk)

☞ Penalization/Threat

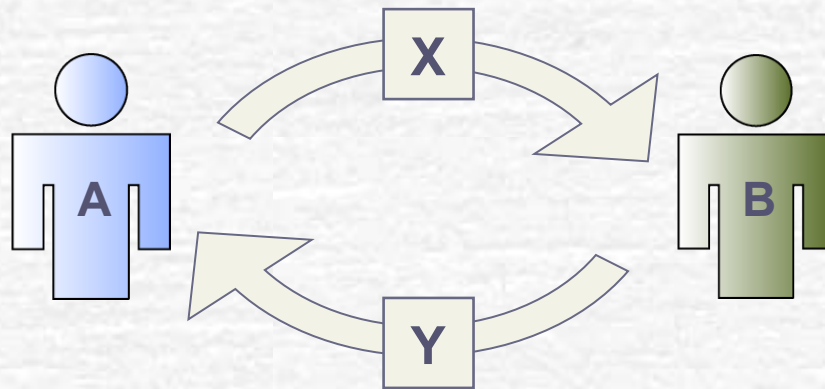
- Direct action (A takes direct action against B)
- Judicial systems (A takes indirect action against B)



Trust Framework



Trust Dilemmas



- ☛ **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?