



# Building Trust at a Distance

Trust is an ongoing part of teamwork that requires **constant attention and cultivation**. The key elements of trust include:



## CREDIBILITY

How we look, act, react, and talk about our content



## RELIABILITY

Whether others think we are dependable and can be relied on to behave consistently



## CONNECTION

The degree of safety and security one feels when asking someone to do something



A key factor that can **undermine trust** is too much **SELF-FOCUS** (the extent that we care about ourselves vs. caring for others).

## So – How Can You Increase Trust on a Virtual Team?



### CREDIBILITY

Post resumes of team members on your team site

Provide background info about why each member was chosen for the team

Create virtual communication channels for team members to be more visible to each other



### RELIABILITY

Agree on – and adhere to – response times for email, chat and voice messages

Establish frequent check-ins

Inform team members about changes in a timely manner



### CONNECTION

Use a variety of informal and formal communication channels

Use webcams to build “social presence”

Build time on the agenda to check in with each other

Actively demonstrate that you're interested in what your team members have to say

Listen for and acknowledge the feelings of others, especially if they're experiencing difficulties

Take responsibility for failed communications



### SELF-FOCUS

Explore the strategies you need to effectively manage and maintain productivity with a remote team in GlobeSmart's self-guided module.

**The Remote Manager's Guide to Inclusive Global Teamwork**