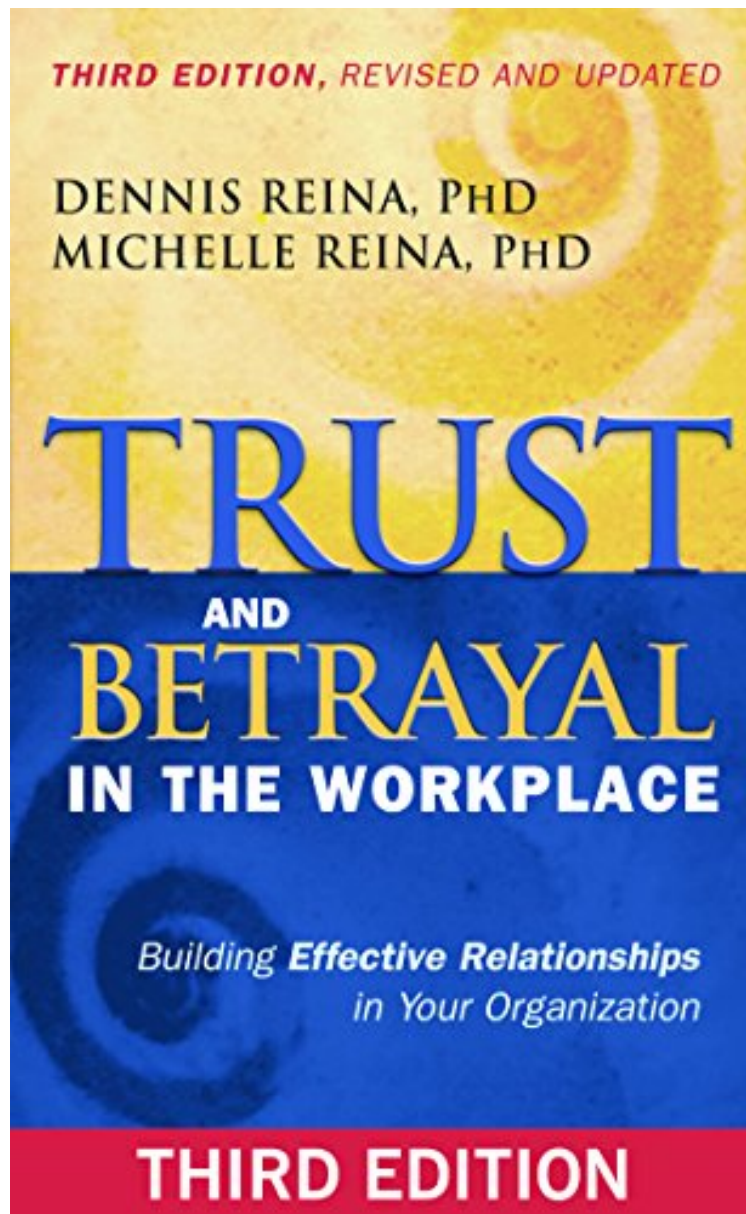


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Trust and Betrayal in the Workplace: Building Effective Relationships in Your Organization

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Dennis Reina, Michelle Reina : Trust and Betrayal in the Workplace: Building Effective Relationships in Your Organization before purchasing it in order to gauge whether or not it would be worth my time, and all praised Trust and Betrayal in the Workplace: Building Effective Relationships in Your Organization:

0 of 0 people found the following review helpful. Practical and Powerful: Building Trust in Your Relationships - at Work and in Life By Noreen Kelly In this third edition of Trust Betrayal in the Workplace, the Reinas take you on a journey of discovery about trust and explore the impacts and effects of betrayal, both at work and at home. Read this practical and powerful book and learn what trust and betrayal mean in all its complexity. The Reinas' trust and betrayal models and principles are effectively illustrated through workplace scenarios and their own personal stories. Through their deep and heartfelt sharing, Dennis and Michelle guide the reader to a real understanding of what it means to trust and how trust can be rebuilt after betrayal. A core element of the book is that "Trust Begins with You." The Reinas unpack this concept for the reader in a simple, yet profound way. The Reinas explore the foundation for building trust-based relationships through the Three Dimensions of Trust (The Three C's of Trust); Four Questions to expand your Capacity for Trust; The Seven Steps for Healing, a tested, proven and universal tool for rebuilding trust; and the Four Catalysts (The 4 C's) that create Transformative Trust. Additionally, each chapter offers a "Trust Building in Action" section listing questions for reflection and a "Trust Tip." The book also includes other questions and how-to's for building and rebuilding trust when it is broken. This is not a book to be read once and put on the shelf. Dennis and Michelle Reina, pioneers in the field of organizational trust, offer a great gift through their life's work. Refer to this comprehensive course and life lesson on trust and betrayal again and again; to relearn, reinforce and remind you what it means to cultivate trusting relationships in your work and your life.

0 of 0 people found the following review helpful. It's the little things that break trust. By Jerry L. Cook I don't think I've ever read a more useful book about establishing trust. It is direct and easy to read, although that doesn't mean the steps are always easy to apply. The authors' expertise (based on decades of work) on trust; as well as them sharing some of their own experiences with trust in the book, make the book a "must-read" for you and your organization. Although this book focuses more on a team or business sense, I would argue that it very nicely applies in a relationship or other family context. Some of the themes that resonated with me include: "betrayal is universal" (vital for those who have been betrayed and feel alone)- "you have the choice to heal from betrayal" (and the book provides the steps on how to do so)- "building trust is a process" (the book provides convenient referencing to the steps on how to do so)- "let go of your need to see it to believe it" (being willing to take a leap of faith with trust will build more trust with that person, team, or organization) I think the book does a great job of taking the reader from understanding how trust is lost, how it is repaired, and what the benefits are from that. I also really liked the Trust Building in Action questions and advice at the end of each chapter. Great advice without the psychobabble some other self-help books try to sell you with.

1 of 1 people found the following review helpful. Trust - More Important Than Ever By Rodger Dean Duncan, author of CHANGE-friendly LEADERSHIP: How to Transform Good Intentions into Great Performance. When your computer starts to act up - performance is sluggish, programs crash, or worse - the cause is often the operating system. Cleaning up the operating system can usually get your world back on track. In every relationship of your life, trust is the operating system. When trust is fragile, the relationship just doesn't "work." And when a relationship is not working, nothing else seems to go right. I could list the symptoms, but you likely know exactly what I'm talking about. Trust and Betrayal in the Workplace by Dr. Dennis Reina and Dr. Michelle Reina is a no-nonsense guide to keeping your "trust operating system" fine-tuned and working at full capacity. In forty plus years of consulting work, I've noticed that many people mistakenly regard trust as a given. Worse yet, they often regard trust as something that comes with a title or position. They're wrong on both counts. Trust must be earned. Over and over and over. Trust and Betrayal in the Workplace shows the way. It begins with the hard reality that "trust begins with you." Every single behavior contributes to an individual's personal "brand" - his or her reputation for character, competence, capability, reliability and every other characteristic that has a trust component. The most trustworthy people are those who mindfully behave in authentic ways that build layer upon layer of trust. Unfortunately, it's not uncommon for even the most honest person to inadvertently behave in a way that damages trust, to do something that comes across as innocent or not as a betrayal. The Reinas' book provides a step-by-step guide to building trust, maintaining trust, and restoring trust if it's damaged. Their case studies and examples breathe life into their counsel. I especially appreciate their "Seven Steps for Healing," a time-tested protocol for rebuilding trust on the individual, team, and organizational levels: 1. Observe and acknowledge what has happened. 2. Allow feelings to surface. 3. Get support. 4. Reframe the experience. 5. Take responsibility. 6. Forgive yourself and others. 7. Let go and move on. If relationships are important to you - and for your own good they're better be - this is a book that will help you keep your "trust operating system" always updated. This is a highly readable and thought-provoking book that I recommend without reservation.

Trust is a non-negotiable for high performing relationships and organizations. Yet trust is fragile, and ninety percent of the behaviors that break it are subtle, fleeting, and unintentional. Drs. Dennis and Michelle Reina have rewritten this third edition of their best-selling, award-winning book Trust and Betrayal in the Workplace to empower everyone at every level of responsibility - not just leaders - to build and sustain trust in their workplaces. Updated and

completely rewritten with new case studies, tools, tips, and reflections, this third edition is the culmination of the authors' more than 20 years of rigorous research and "in the trenches" trust building experience with hundreds of organizations and thousands of people around the world. As pioneers in the field of trust, Dennis and Michelle tell the truth about what it takes to build sustainable trust in the workplace — trust that withstands the tests of time, geography, and an increasingly volatile and competitive marketplace. In this third edition, the authors provide the most detailed blueprint available for building highly effective, trust-based connections and organizations. Drs. Dennis and Michelle Reina have devoted their careers to trust because they believe that people don't just want and need trustworthy relationships — they have a fundamental right to them. In this rewritten third edition of *Trust and Betrayal in the Workplace*, the authors reveal their practical, proven approaches to accessing this right to trust — one thought, intention, and behavior at a time.

.com Dennis and Michelle Reina, principals in an organization-development firm, believe more productive and rewarding work environments will emerge if relationships that define them are truly built on trust. The problem they see is years of "downsizing, restructuring, and reengineering or of upsizing, mergers, and growth" that frequently result in minor misreadings of intention along with major breaches of promise—followed all too often by seriously diminished employee performance. The solution they propose in *Trust Betrayal in the Workplace* is that leaders must develop a full understanding of the complex dynamics involved, and commit to practices that support building trust with employees. The book addresses the aspects of betrayal and trust, the bulk of it focused on "transactional trust" (which they define as "managing expectations, establishing boundaries, delegating appropriately, encouraging mutually serving intentions, keeping agreements, and being congruent in our behavior") and ways to build it among teams and groups as well as entire organizations. The authors conclude with a section on "transformational trust," the ultimate stage attained when trust within these levels "reaches a critical point and increases exponentially, becoming self-generating and synergistic." This is smart food for thought, supported by tools and techniques that can put it into practice. --Howard Rothman Thank you for the roadmap to a place called TRUST. May we never lose our way. --Sissy Franks, Vice President, Health Care Education Association, and Director, Outpatient Center Education About the Author Dennis S. Reina, Ph.D. and Michelle L. Reina, Ph.D., nationally recognized trust-building experts, are the principals of the consulting and research firm Chagnon Reina Associates, Inc. The Reina's have worked with or conducted research in over 100 organisations, such as American Express, Boeing, Ben Jerry's Homemade Inc., Kodak, Johnson Johnson, and U.S. Army.