



The Thin Book of Trust; An Essential Primer for Building Trust at Work

By Charles Feltman



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This is a small book about a very important subject. A lot has been written about trust: about what it is and what it can do for people, families, companies, communities and countries. Often, good work is being sabotaged by interpersonal conflict, political infighting, paralysis, stagnation, apathy, or cynicism. Almost always, one can trace these problems to a breakdown in trust. It not only kills good work, it also inevitably creates some degree of misery, annoyance, fear, anger, frustration, resentment, and resignation. By contrast, in successful companies where people are innovative, engage in productive conflict and debate about ideas, and have fun working together, one can find strong trusting relationships. Having the trust of those you work with is too important not to be intentional about building and maintaining it. With this book, you will learn how to build and maintain strong trusting relationships with others, and repair trust when it is broken, by being intentional and consistent in your language and actions. Understanding and consistently demonstrating trustworthy language and behavior will help you earn and keep the trust of the people you work with.

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Editorial Review

Review

"Trust is the foundation of everything we do and the key leadership competency of the new global economy. The Thin Book of® Trust teaches those traits that will help you earn and keep the trust of those with whom you work. The results will affect the trajectory of your company and your life." --Stephen M.R. Covey, author of the New York Times bestseller The SPEED of Trust

"Everyone talks about trust but few understand what it really means, how it is built or destroyed. Charles Feltman's The Thin Book of® Trust is an excellent guide to understanding the distinctions of trust; sincerity, reliability, competence and care. This is an excellent resource for anyone interested in building trust-based relationships with their clients, colleagues and employees." --Elaine Howard, Chief Talent Officer, Millward Brown

"The is an excellent book on an important subject. It provides a clear explanation of a new way of looking at trust and real, practical ways to build, maintain and rebuild trust. The vignettes provide vivid pictures of how assessments of sincerity, reliability, competence and caring play out in the workplace. The sample conversations about trust are excellent templates. I plan to use this book as a frequent reference for myself, and I will buy it for my clients and for leaders in my organization." --Jim Gorski, Principal Organization Development Consultant, EMA, Inc.

About the Author

Charles Feltman is an executive coach, consultant and facilitator. he coaches executives and managers in developing the thinking, being and doing that constitute the most effective leadership in their organizations. He also coaches teams and workgroups around issues of trust, commitment, conflict, collaboration, and accountability. In addition to coaching and consulting for Fortune 500 companies since 1990, Charles has served as a community mediator and facilitator for the past 30 years. In all of his work he has helped people successfully confront and deal with issues of trust, betrayal and reconciliation in their work, community and personal lives. Prior to beginning his coaching and consulting business, Insight Coaching, Charles was part of the early boom in the Silicon Valley high-tech industry during the 1980s. He also held management positions in higher education administration in the 1970s. Charles holds a Masters degree in Organizational Development from USC and a BA in Psychology from UCSC. He can be reached at: cfeltman@insightcoaching.com

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Scott Barbour:

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