

# OPTIMAL

A newsletter for wellness and improved wellbeing

Sages & Scribes  
CONSULTANTS



## TRUST MATTERS

By Ven. Adelowo Adesina

It is said that we are in the most disruptive season in human history when no one can be readily trusted. It is common knowledge that politicians and political leaders cannot be trusted. They are in the habit of saying one thing and doing something else. They make promises especially during election campaign they do not and are not ready to fulfil.

Our business leaders, captains of industries, champions of commerce are not fairing any better. There is nothing dishonest they wouldn't do to increase market shares, run down competitors in their quest to make profits. They will readily cut corners, quality, and standards, abusing all ethical values even their personal integrity.

In the area of personal and inter-personal relationships, trust can be likened to a fading star. Married people find it difficult to trust themselves; adultery, extra-marital affairs are the order of the day.

### About OPTIMAL

Optimal is a monthly wellness newsletter written, developed and circulated by **Sages & Scribes Consultants** aimed at informing, educating and improving on the general wellbeing of readers by focusing on the essentials for improved mental health, and how to live a vibrant yet practical life in the present reality.

In this edition, we look at **Trust Matters**. Trust is fundamental to life. You can't have relationships without trust, let alone good ones. Intimacy depends on it. In the workplace too, trust is essential.

Life isn't perfect and some people aren't trustworthy. But will trust make your life more pleasant and less stressful? I believe so. You have little to lose by trying

Improve your wellness, optimize your wellbeing and enhance your lifestyle with **OPTIMAL**.



# TRUST MATTERS...



“Learning to trust is one of life's most difficult tasks..”

— Isaac Watts

Friends can no longer trust friends. Siblings cannot trust one another. Brothers are betraying each other's trust and confidences. Parents can no longer trust their children and vice versa.

In the workplace, team members, colleagues, workmates, supervisors, managers, company executives cannot be totally trusted. Some authorities say trust is a much-needed value in our days, yet it is very much in short supply. It is said to

be a commodity needed but is very scarce and hardly available. A commentator likens it to an endangered species that is near extinction.

Inordinate ambition, widespread corruption, the quest to make wealth at all cost, crass materialism, ostentatious living, etc. are some of the factors corroding the value of trust, making trust almost valueless even worthless yet trust matters.

## What is Trust?

Trust is the most basic yet the most fundamental, the most crucial pillar, the most essential foundation on which all relationships – be it personal, business, workplace, etc. are built. Trust is a difficult concept to define. One dictionary definition of trust is “feeling safe when vulnerable.” When we depend on other people, be they family or friends, we can feel vulnerable, and we need trust to feel comfortable enough to do so.

Simply defined, trust is the:

- ✓ Firm belief in the reliability, truth or ability of someone or something.
- ✓ Assured reliance on the character, ability, strength or truth of someone or something.
- ✓ Faith you have in someone that they will always remain loyal, dependable and trustworthy.

## TRUST SYNONYMS

Trust is synonymous with such values as:

Honesty	Trustworthy	Faith
Dependable	Hope	Assurance
Certainty	Confidence	Authenticity
Conviction	Transparency	Certitude
Sincerity	Reliable	Assurance

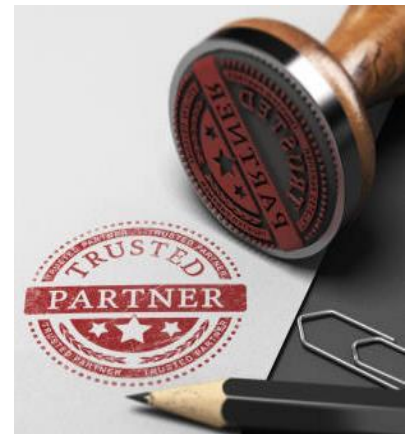
## THE DYNAMICS OF TRUST

The dynamics of trust is such that it takes a long time to build but can be lost in a jiffy. The loss of trust can be obvious or latent, and somewhat hidden. Once lost, it takes a long time for confidence to be re-established and trust to be regained. In some instances, once lost or abused, trust can never be regained. What is important to know and keep remembering is that the dynamics of trust is delicate. Trust is an ongoing exchange of mutual confidence and goodwill between people. It is not static. It can be earned. It can be lost. It can be regained. In some instances, once lost it can never be regained. It is lost and lost forever.

Trust takes years to build, seconds to break and forever to repair

We're never so vulnerable than when we trust someone - but paradoxically, if we cannot trust, neither can we find love or joy.”

— Walter Anderson



## TRUST DYNAMICS...

Trust building and being trusted is a critical success factor in every sphere of human endeavor. To build and gain trust, one must have character, be interactional, dependable and must demonstrate these qualities in words and actions – making people around you feel comfortable relying on you, feel confident in your abilities and actions completely. By this you earn a level of credibility which over time build mutual trust which in turn allow for a well-rounded mutually beneficial relationship.



“Trust must be rebuilt over time. Trust requires a track record.”

— Rick Warren

## STEPS TO BUILDING TRUST

### 1. Be True to Your Word:

Follow through on your promises. Don't make promises you cannot or do not intend to keep. Honour your commitments. Do what you say you will do, how you say you will do it and when you say you will do it. If you know you can't deliver on your promise or commitment either because you don't have the knowledge, skill, time, or resources, be forthright enough to say so upfront so you don't end up overpromising and underdelivering.

the point of being vulnerable. “Honesty, they say is, “the best policy.” Tell the truth always even when it hurts. Lies diminishes trustworthiness. Honesty not only helps in building trust, it also contribute to the culture of open communication and transparency.

### 2. Communicate Effectively

Effective communication is an acknowledged way of building trust. In your written, verbal and non-verbal communication, be clear and concise in conveying meaning and eliciting the desired action.

- Be mindful of your tone and body language so you don't communicate the wrong message to your recipient.

- Learn and adopt the appropriate writing protocols and practice acceptable standard email etiquette.

### 3. Be Honest

Be honest, be open and transparent in all your communications even to



### 4. Build Trust Gradually

Trust building is a process and not a destination. Trust don't just happen overnight. The dynamics is that it must be built gradually and consistently over a period. Don't expect too much too soon. Let it happen naturally, progressively. Pushing or trying to force trust speedily and quickly can be counter-productive.



“You may be deceived if you trust too much, but you will live in torment if you don't trust enough.”

— Frank Crane





“Trust is the glue of life. It’s the most essential ingredient in effective communication. It’s the foundational principle that holds all relationships.”

— Stephen Covey



“Without trust, there can be no genuine peace — neither in politics nor the quiet individuality of the heart and spirit.”

— Timothy Zahn

TRUST

Sages & Scribes Consultants  
5A Aderibigbe Shitta Street,  
Maryland Estate, Maryland, Lagos.

+234 8034735875

sagesandscribesconsultants@gmail.com

## BUILDING TRUST...

### 5. Be a Person of Value

Be a man/woman of value, operate with value and be purpose driven. As long as you operate with values, you will build trust. Operating with values require you to be ethical in all your dealings. Have integrity. Be honest. Behave honourably. Treat other people with decency, dignity, regard, and respect. For whatever reason, do not compromise your sense of decency, standards and values.

### 6. See Value in Every Man

Every man has worth and value. No man is therefore worthless, valueless, and useless. Everyone is created by God to serve a useful purpose and fulfill destiny. The Christian faith believes that every man is wonderfully, fearfully and

beautifully made in the image of God. Honour the God in every man, value and respect him or her. Respect begets respect. Respect engender and build trust.

### 7. Admit Your Mistakes

There is no perfect human being, we all have our faults and weaknesses. We err, commit errors, and make mistakes. To admit you have faults and make mistakes is to be of noble character and integrity. Integrity as we have earlier said builds trust. To be trustworthy therefore;

- Admit your faults and mistake
- Take steps to rectify your wrongs and correct your mistakes.



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**Sages & Scribes Consultants** is a multi-disciplinary consulting firm with a mission to offer bespoke world-class consulting services to give clients an advantage by building their people and technology enabling them stand over and above competition.

#### Our Services

**Human Capital Advisory:** Training and Development, HR Planning and Management, Human Capital Outsourcing.

**Business Advisory:** Strategic and Organizational Management, Technology and Innovation Management, Social Policies and Welfare Programmes.

**Employee Assistance:** Employee Engagement for Productivity and Performance, Psychosocial Risk Management, Employee Wellness and Wellbeing.

Written, Edited & Designed:  
Sages & Scribes Consultants.