



Thin Book of Trust

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.

Thin Book of Trust Details

Date : Published December 17th 2008 by Thin Book Publishing Company (first published 2008)

ISBN : 9780966537390

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Format : Paperback 0 pages

Genre : Business, Leadership, Nonfiction, Psychology, Self Help

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From Reader Review Thin Book of Trust for online ebook

Ko Matsuo says

Feltman breaks down components of Trust into Sincerity, Reliability, Competence, and Care. Great framework to understand where and how trust has been broken. Short and succinct book.

Stefano Zanella says

An excellent short reading. It helped me gaining clarity over the topic of trust, and forced me to ask myself some hard questions. Also the references are very interesting, so overall a very good bang for the bucks.

EL says

This book is as straightforward as it gets, in making trust tangibly defined, allowing people to discuss it and to understand one another's disappointments and expectations in this area. The length of this book leaves one no excuse to not read it.

Tinea says

OK, I keep getting handed these self-help books on management in an office work environment. On one hand, I hate them, mainly because I am an anarchist and corporate management is about strategies to control other human beings for the purpose of bringing profit to your workplace above all else, even (especially?) worker well-being, which is anathema to me. On the other hand, I kind of love them, because I am an anarchist so I am secretly obsessed with org theory, and these books invariably pull from, steal, and appropriate really amazing consensus-based decision-making skill sets when they talk about "buy in" or whatever and then present them in clear & no-brainer easy to read formats, so I usually find useful ideas within, and it is fun to debate the authors inside my head and to tease out what is a misapplied tactic of actually respecting people and what is an evil tool of manipulation and coercion to get people to do what you want. It's like watching *Mad Men*. Except it's actually *reading a corporate management self help book*, so there's a lot less sex.

All that to say that I found some really useful stuff inside this book! The definition of trust is great: "Trust is the choice to risk making something you value vulnerable to another person's actions." There it is, yes.

Feltman breaks trust down into four components, which I also found really useful:

- 1) Sincerity - do you act out your stated values?
- 2) Reliability - do you follow through on your commitments?
- 3) Competence - are you capable of doing the things you say you'll do, and do you do them well?
- 4) Care - do you have others' self-interest in mind alongside your own when you make decisions? [this book presents this as about having the corporation in mind first and foremost, but obvi fuck that; activists may be tempted to put the cause above the people but honestly, fuck that too. that conflict is another genre of book I really, really enjoy reading though. i.e. [book:Les Mains sales|103796]]

The whole point of the book is that when you want to talk to someone about trust, you should do some reflection and figure out what specific components of (mis)trust you need to talk about, and then from there bring up specific actions and examples of how that person betrayed that part of trust. Keep your conversation focused on behavior, not that person's overall character, because then you can actually find specific, actionable steps to rebuild trust in a relationship. Because this book is for the workplace, it pushes the ideas of confronting betrayal and rebuilding trust, since you often cannot choose who you work with and must be able to work with that person anyway. This can apply to communities and families that aren't fluid, where freedom of association isn't so easily applied.

My working definition of accountability is "Accountability = Reparations + Behavior Change." This book posits "acknowledge [the responsibility] and apologize [for the harm caused]." It's a little funny that the above framework was so useful in teasing out action steps for approaching someone who has betrayed your trust, but the part directed at an abuser is so lacking in action. In here we have evidence of the book's audience: management needs to be able to call other folks to task, and even to look inside themselves. They do not, however, need to be responsive to the harm they caused others.

Now everyone please read *The Revolution Will Not Be Funded: Beyond the Non-Profit Industrial Complex* and *Direct Action: An Ethnography* for some real anarchist org theory.

Harald says

Zo, dat was een potje nuttig. Feltman geeft een eenvoudig model waarmee je vertrouwensrelaties kunt vormgeven en onderhouden. Het boekje richt zich daarbij vooral op zakelijke relaties, maar het is wat mij betreft toe te passen op alle andere relaties, inclusief die met jezelf. Feltman zegt eigenlijk niet veel meer dan: wees duidelijk over wat je verwacht en over wat je kunt bieden aan oprechtheid, betrouwbaarheid, competentie en zorg.

Begin daar zo vroeg mogelijk in een relatie mee en kom er op terug als je dat nodig acht. Het klinkt heel simpel, maar het heeft voor mij een lastig onderwerp enorm verhelderd.

Oh: en het is zowaar écht een dun boekje, maar iets van 60 pagina's.

Becky says

I really liked this fast little read that Brené Brown mentioned in *Rising Strong*. Feltman is an executive coach and consultant. He looks at four distinctions of trust - **Sincerity** (Am I sincere and congruent with my thoughts/words/actions), **Reliability** (do I keep my commitments), **Competence** (do I know what I'm doing, and able to recognize the areas that I need to work on), **Care** (Do I consider how my actions impact others, my staff, the organization and customer, or am I in it for myself).

There are many of great applicable ideas, and questions to ask yourself and others. This will be a go-to book when I need to have a conversation with others when I need to build trust, or have a discussion in a way that is about a loss of trust in a manner that will reduce defensiveness.

Jonathan Butcher says

A reflective read, thought provoking.

Jeffrey N. Hora says

We need trust in ever area of our society, so don't limit your understanding to business alone.

Ryan Barretto says

A vague subject that is explained in lucid terms, with great real life examples. He's identified the four factors (called distinctions) which help build or break trust.

The author has done an excellent job of presenting these ideas with the minimum of jargon. I would strongly recommend this book to all managers, leaders and HR Practitioners.

Bailey Urban says

I enjoyed the brevity and practicality of this book, as indicated by the title. It was helpful to break trust down into the four categories of sincerity, reliability, competence, and care. In the future I can refer back to this book and more accurately assess what high levels of trust and distrust are truly rooted in and attempt to absolve issues from the right angle.

Janette says

Time to read this again! A short read yet thought provoking and power packed.
