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10 Ways to Build Trust²

1. Be willing to earn it.

Don't assume trust will exist.

2. Be sure to keep your promises.

This applies to both little and big things.

3. Be sure to keep secrets.

Keep your conversations between each other.

4. Be willing to communicate openly and in person.

Making sure you are both heard happens best in open personal conversations.

5. Be kind: Don't judge.

Respect the uniqueness of each preceptee and the contributions they bring to the team.

6. Be vulnerable.

Set an example by owning the things you are working on, and role model how you search for answers.

7. Be forgiving.

Preceptees will make mistakes. Protect them and show them how to move on!

8. Be open to personal growth.

Focus on personal and team growth.

9. Be sure to disagree in private.

Avoid damaging your relationship by shaming the preceptee in front of others.

10. Be supportive.

Act as a cheerleader for the preceptee's accomplishments.

References:

1. Horsager, D. (2013). Overcoming the 5 barriers to trust. Retrieved from:

https://www.huffingtonpost.com/david-horsager/harris-poll-rq_b_2908515.html

2. 10 ways to build trust in a relationship.

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<https://www.powerofpositivity.com/10-ways-to-build-trust-in-a-relationship/>

Building a Preceptee's Trust

Trust is a tangible, learnable and measurable asset.¹ It takes time, effort, diligence, honesty, dependability and strength of character. A relationship built on trust creates the best atmosphere for growth. When your goal is aimed at creating a positive orientation for the preceptee to acclimate to their new role as a nurse on your team, building a relationship based on trust is your first priority. Set the tone for the relationship by your welcoming attitude, and role model open communication by really understanding the unique needs of each preceptee. When the relationship with your preceptee is built on trust, your preceptee is likely to be more committed to their role as new nurse.

Trust Starts With Communication

Start by communicating your expectations to your preceptee. Let them know what you expect them to do, including when and how. Be approachable. Make sure your preceptee learns to ask questions and brings issues to you as needed. Encourage them to bring issues and concerns as early as possible. Lastly, be honest and don't hold back on feedback. Feedback is easy if you have established open lines of communication within a trusting relationship.

Understand Your Preceptee's Needs

Understanding and respecting the needs of the preceptees will guide your ability to build a foundation of trust. Remember that all preceptees are different; they learn at different paces and in different ways. Each preceptee has a unique contribution to your team. Empathy and putting yourself in their shoes can help identify what is missing. What do you think your preceptee needs? Can you see things from their perspective? Let your experience and their input be your guide.

Barriers to Trust

We tend to avoid conversations about trust. Take the time to get to know your preceptee, and make sure both of your needs are expressed. Other barriers include inconsistency, unclear directions, clashes in personality or culture, and lack of confidence or belief in the preceptor. Remember, trust is not a given – you have to earn it!

"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