

# Building Trust



Fostering inclusion and trust before, during and after your meetings.

## Preparation

- Set clear meeting objectives.
- Use your meeting invitation to set the tone.
- Share steps taken to foster inclusion.
- Share important information ahead of time.
- Consider using pulse surveys to seek views in advance.

## Welcoming

- Welcome and acknowledge people as they arrive.
- Ask participants' names and pronouns.
- Check in with participants and attend to their needs.
- Bring confidence and humility: "I don't know but I'll find out" is an acceptable response.
- Be accessible.

## Respect

- Start promptly or explain any delays.
- Respect the agenda and ask others to do so.
- Set expectations for participation at the outset. This helps people listen more actively as they are not anticipating or planning how to get their point included.
- Ensure everyone gets a fair chance to speak and be heard.
- Maintain and respect boundaries and, if facilitating for a group, actively demonstrate impartiality.
- Use your active listening skills:
  - Ask "overhead questions" to the group as a whole rather than directed or restricted questions. If participant speaks quietly, repeat the question so everyone can hear or consider paraphrasing to model the skill.
  - Acknowledge/reference what someone has said when building on their idea. Mention their name and cite their contribution.
- Record ideas; make people's contributions visible.
- Keep the focus in the group.
- Model vulnerability.
- Look for ways to help; offer empathy.
- Encourage laughter.
- End on time.



## If you are attending the meeting

- Participate actively. For example: be fully prepared and present; offer good questions.

## Follow-up

- Follow up on what you agreed to do.

