

12 Qualities of a Servant Leader

Building Trust

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Why is building trust important to leadership?

- ◆ Trust is the most important element in institutional governance, like lifeblood carrying oxygen to all parts of the body, keeping it alive and functioning
- ◆ Speeds things up (the speed of trust Vs the inertia of distrust)
- ◆ Trust is especially important in times of change/reform or crisis
- ◆ Leadership & trusteeship
- ◆ Leaders are to develop a trusting culture and avoid trust-busting actions

How to build & maintain trust?

- ◆ Believe that trust is not a tactical move, but a common value to be espoused and upheld as and put into practice in daily institutional life
- ◆ Know it is highly fragile and takes effort to build and maintain
- ◆ Respect others' human dignity, personal uniqueness and rights
- ◆ Mean what you say and say what you mean
- ◆ A promise is a promise
- ◆ Don't breach any confidentiality
- ◆ Practice democracy or participative leadership as far as possible
- ◆ Consult your people before making major decisions
- ◆ Communicate the decisions loud and clear to concerned people to stop hearsay or rumours
- ◆ Level with your colleagues regarding the reality of the school
- ◆ Ask people for feedback

How to nurture such a quality?

- ◆ Keep your authenticity (being) and integrity (match action with words - congruence, honesty, frankness with love, respect for your subordinates) and act with them
- ◆ Always bear in mind trust comes from trustworthiness and value the trust others have placed in you
- ◆ Enhance your professionalism (including CPD) and leadership (direction, values, competence & ethos)
- ◆ Make it a habit to ask whether what you are going to do or say wins trust or loses it
- ◆ Keep promises and rules
- ◆ Practice trust-building daily