

Handout

Dimensions of Trust

As people develop trust in one area or around one issue, it will be easier for trust to develop in other areas as well. Trust will be an outcome of the work staff does to identify shared values, increase their understanding and knowledge about each other, participate in training together, and develop communication structures. The table below, Dimensions of Trust, summarizes the many dimensions of trust that have to be addressed

Dimensions of Trust	
Trust Dimension	Examples
Workers have to earn the trust of their clients.	<p>Workers have to:</p> <ul style="list-style-type: none"> • Refrain from passing judgment. • Be comfortable in their knowledge of program rules and services. • Be forthcoming and clear in presenting options and consequences. • Explain why they need to know certain information and what will happen with information provided. • Not turn over to such an extent that recipients feel no one knows them. • Respect recipients. • Believe that recipients have strengths and potential. • Hold confidential information in confidence and explain to families when and how information may be shared.
Agencies have to earn the trust of their clients.	<p>Agencies have to:</p> <ul style="list-style-type: none"> • Create forms, brochures, and letters that are user friendly. • Ensure that services exist to help recipients. • Develop written and visual material to help recipients learn about services. • Create the most private and pleasant waiting and interviewing areas possible. • Seek feedback from families regarding services and procedures. • Create policies that support recipients in disclosing problems.
Workers have to trust their skills and capacities.	<p>Workers need opportunities to:</p> <ul style="list-style-type: none"> • Learn about addiction, child maltreatment, and legal processes. • Identify and explore their personal beliefs and values about addiction and child maltreatment. • Visit substance abuse treatment programs. • Work collaboratively with staff from treatment programs in making shared decisions about services and progress. • Achieve and be recognized for their achievements.
Agencies have to earn the trust of their staff.	<p>Workers need to feel confident that:</p> <ul style="list-style-type: none"> • If recipients seek help, the agency has resources to provide that

	<p>help.</p> <ul style="list-style-type: none">• They will have ample opportunity for training that includes both conceptual and practical elements, and that they can practice and problem-solve what they have learned.• Their judgment, perspective, and autonomy are respected and valued by supervisors and managers.• The agency has employee assistance plans or other mechanisms for staff who have substance abuse problems themselves or within their families.• They have opportunities for growth.
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