

The Truth About **TRUST**

@justincoulson *Why you need it, and how you can gain it*

The Answer

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The Answer

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Do you trust me?

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HARVARD
JOHN M. OLIN CENTER FOR LAW, ECONOMICS, AND BUSINESS

COMMUNITY ENFORCEMENT OF
INFORMAL CONTRACTS:
JEWISH DIAMOND MERCHANTS IN NEW YORK

Barak D. Richman

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**'THE BEST WAY TO FIND
OUT IF YOU CAN TRUST
SOMEBODY IS TO TRUST
THEM.
-ERNEST HEMINGWAY**

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Why Trust?

Relative to high-trust geographical areas, low trust areas:

- Have greater income disparity
- Worse health and social services
- Lower political participation rates
- Lower volunteering rates
- Lower service
- Less sense of community
- Greater xenophobia
- Poorer physical health
- Poorer mental health
- Lower longevity
- More crime
- Lower educational outcomes

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Low Trust in Work Teams

- Less cohesion
- More exclusion and isolation
- Poorer relationships (quality and quantity)
- Greater absenteeism
- Lower quality work
- Lower productivity

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The Zeigarnik Effect

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Haim Ginott, *Teacher and Child*

I have come to the frightening conclusion that I am the decisive element in the classroom.
 It is my personal approach that creates the climate.
 It is my daily mood that makes the weather.
 As a teacher I possess tremendous power to make a child's life miserable or joyous.
 I can be a tool of torture or an instrument of inspiration.
 I can humiliate or humour, hurt or heal.
 In all situations, it is my response that decides whether a crisis will be escalated or de-escalated, and a child humanised or de-humanised.

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Empathy

is feeling
YOUR EMOTION
 in my heart

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A relationship without trust is like having a phone with no service. And what do you do with a phone with no service? You play games.

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Stay in Touch

Dr Justin Coulson's Happy Families
 @justincoulson
info@justincoulson.com
justincoulson.com
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How can I help?

I offer talks and workshops about:

- Positive Psychology and Wellbeing
- Emotional Intelligence
- Building Curiosity in students
- Trust
- Mindset
- Parenting



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Britta Englisch · Germanwings

Gestern morgen um 8:40 h stieg ich mit gemischten Gefühlen in Germanwings' Flug von Hamburg nach Köln. Doch dann begrüßte mich der Kapitän nicht nur jeden Passagier persönlich, sondern hielt vor der Kabine noch eine Ansprache. Nicht aus dem Cockpit, sondern sichtbar. Darüber wie ihn und die Crew das Unglück getroffen hat, das auch die Crew ein trauriges Gefühl hat, aber alle freiwillig da sind, darüber, dass auch er Familie hat, dass die Crew Familie hat und alles dafür tut, abends wieder bei ihnen zu sein. Es war völlig still, dann hat der ganze Flieger applaudiert. Ich möchte diesem Kapitän danken. Dafür dass er verstanden hat was alle dachten. Und dass es schaffte dass zumindest ich danach ein gutes Gefühl bei dem hatte.

Yesterday morning at 8:40 h, I got mixed feelings in a Germanwings flight from Hamburg to Cologne. But then the captain welcomed not only each passenger personally addressed even before the start. Not from the cockpit, but visible from the cabin. About misfortune has taken him and the crew. In a sinking feeling has also the crew, but all are there voluntarily. And Furthermore, that he also has family, that the crew has a family, and he does everything to be with you again in the evening. It was totally silent. And then the whole plane has applauded. I would like to thank the captain. But that he understood has what everyone thought. And for that he managed that at least I had a good feeling about the flight after that.

Translated by Bing

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