

# Ask the Career Coach: Work Relationships and Trust

How do you rebuild trust when there's been a break?

By [Lisa Chenofsky Singer](#)

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Dear Career Coach Lisa,

Do you believe you can rebuild trust with your manager once there is a break?

ST,  
Short Hills

Trust is critical in any relationship. Trust can be a given in certain relationships and in others developed over time. It is a challenge to rebuild depending on the situation. In some relationships, trust may be taken for granted. As relationships are constantly evolving, trust usually is building or further developing. When you violate a trust, it has to be rebuilt. This may not be an easy accomplishment for some.

According to Stephen Covey, you have an interpersonal bank account. You are constantly making deposits and occasionally withdrawals. Where you stand with other people depends largely on your account balance. If you have built up a long history of trust, small insensitivities may be ignored. If, on the other hand, there is a pattern of letting someone down, each progressive incident becomes more impactful and diminishes trust.

What is a deposit? Keeping your word is probably the biggest one. Keep in mind that your actions are determined to be a deposit or withdrawal based on the perception of the receiver, not yourself. This requires that you take the time and give the individual the attention necessary to determine what he or she values.

What is a withdrawal? Not keeping your word, not following through, speaking poorly of someone behind their back are some examples. Keep in mind it doesn't matter whether you tell the person about someone else behind their back as it is the behavior that you are exhibiting that establishes your character rather than the specific person you may speaking about.

"One of the most important ways to manifest integrity is to be loyal to those who are not present. In doing so, we build the trust of those who are present," [Stephen Covey](#), "7 Habits of Highly Effective People."

The best way to be trusted is to be trustworthy. To regain trust, there must be a realization of the situation and an acknowledgement to reconcile the differences. It will take time to re-build if the manager is willing. Sometimes it may require you to rebuild with a new manager depending on the initial fall out.

*"Ask the Career Coach" is a column dedicated to those who may be in transition or wrestling with a career dilemma by providing a forum for advice. We welcome your questions. Please send them to [CareerCoachLisa@gmail.com](mailto:CareerCoachLisa@gmail.com).*

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