

# The Reina Trust & Betrayal Model®

## Transactional Trust

- Reciprocal
- Created incrementally

### COMPETENCE TRUST

#### *"Trust of Capability"*

- Acknowledge people's skills and abilities
- Allow people to make decisions
- Involve others and seek their input
- Help people learn skills

### CONTRACTUAL TRUST

#### *"Trust of Character"*

- Manage expectations
- Establish boundaries
- Delegate appropriately
- Encourage mutually serving intentions
- Keep agreements
- Be consistent

CAPACITY FOR TRUST

### COMMUNICATION TRUST

#### *"Trust of Disclosure"*

- Share information
- Tell the truth
- Admit mistakes
- Give and receive constructive feedback
- Maintain confidentiality
- Speak with good purpose

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