

# The Trusted Leader



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Any good manager feels an intuitive need to build trust inside his or her company and among employees. This guide shows managers how they can build trust within an organization, between manager and colleagues, bosses and employees. It lays out the different kinds of trust, gives diagnostic ways to determine whether trust is missing and where it needs to be supplemented, and ways to restore trust when it has been betrayed. The book contains exercises and quizzes, as well as formulas that quantify the economics of trust and show its importance in an organization. Stories of managers and employees working through issues of trust in many different real-life situations covering many different corporate situations and scenarios (acquisitions, slow-downs, and internal and external crises) are also included.

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