

## **How to Re-build Trust**

- Communicate, communicate and communicate...the 3 golden rules of any relationship.
- Honesty – from this day on be completely honest (including being honest with yourself. Denial will covertly back you into a corner)
- Keep commitments – do what you have said you will do
- Integrity - No half-truths and be brave enough to say the hard things
- Deal in good faith – a legal requirement in employment (s4 ERA)
  - constructive, communicative, no deception at all.
- Respect – treat each other as equals
- Have shared or “mutually dependent” goals
- Take baby steps – recognise the small successes
- Retrain or induct the employee properly. Reintegrate with other staff on a better footing
- Performance manage – check things off for accountability. Give the employee a chance to start again and improve themselves and simultaneously give the employer relief that a process is being followed
- Use a private employment mediator