

## How Trust is Lost

- Act and speak inconsistently
- Seek personal rather than shared gain
- Withhold information
- Lie or tell half-truths
- Be close minded

~ Lewicki& Bunker (1996)

## How to Repair Lost Trust

- Acknowledge that trust has been broken
- Determine what it was about and the cause
- Admit that it occurred
- Accept responsibility
- Offer to make amends

~ Bowman (2004)

Excerpt from the RNAO *Developing and Sustaining Nursing Leadership*, (2<sup>nd</sup> edition, 2013), page 30.