



## Resources To Trust

Books, articles and other resources on trust compiled by Charles Feltman

### Books

Karen V. Bading, *Saying No: A user's manual*, The Virtual Press, 2003

Hylar Bracey, *Building Trust: How to Get It, How to Keep It*, HB Artworks, 2003

Stephen M. R. Covey, *The Speed of Trust*, Free Press, 2006

**Charles Feltman, *The Thin Book of Trust: An Essential Primer for Building Trust at Work*, Thin Book Publishing, 2008**

Mark Gerzon, *Leading Through Conflict: How successful leaders transform differences into opportunities*, Harvard Business School Press, 2006

Geert Hofstede and Gert Jan Hofstede, *Culture and Organizations: Software of the Mind*, McGraw-Hill, 2005

Robert Kegan and Lisa Laskow Lahey, *How the Way We Talk Can Change the Way We Work*, Jossey-Bass, 2001

R.M. Kramer, (Ed.) *Organizational Trust: A Reader*, Oxford University Press, 2007

R.M. Kramer and K.S. Cook, (Eds.), *Trust in Organizations: Dilemmas and Approaches*, Sage Publications, 2007

Patrick Lencioni, *The Five Dysfunctions of a Team: A leadership fable*, Jossey-Bass, 2002

David H. Maister, Charles H. Green and Robert M. Galford, *The Trusted Advisor*, Free Press, 2000

Lisa J. Marshall, *Speak the Truth and Point to Hope: The leader's journey to maturity*, Kendall/Hunt, 2004

Kerry Patterson, Joseph Grenny, Ron McMillan and Al Switzler, *Crucial Conversations: Tools for talking when stakes are high*, McGraw-Hill 2002.

Dov Seidman, *How: Why HOW we do anything means everything*, John Wiley & Sons, 2007 (The chapter on Trust alone is an excellent read.)

Tony Simons, *The Integrity Dividend*, Jossey-Bass, 2008

Robert C. Solomon and Fernando Flores, *Building Trust in Business, Politics, Relationships, and Life*, Oxford University Press, 2001

Terry Winograd and Fernando Flores, *Understanding Computer and Cognition*, Addison-Wesley Publishing, 1986, 1987

### Articles

Robert F. Hurley, "The Decision to Trust", in *Harvard Business Review*, Sept. 2006.

Robert Galford and Anne Seibold Drapeau, "Enemies of Trust" in *Harvard Business Review*, February 2003.

Saj-nicole A. Joni, "The Geography of Trust" in *Harvard Business Review*, March 2004.

Tony Simons, "The High Cost of Lost Trust" in *Harvard Business Review*, September 2002.

Nirmalya Kumar, "The Power of Trust in Manufacturer-Retailer Relationships" interview in *Harvard Business Review*, November 1996.

Fred Hassan, "Leading Change from the Top Line", interview in *Harvard Business Review*, July-August 2006.



Nathan Bennett, and Stephen A. Miles, “Second in Command: The Misunderstood Role of the Chief Operating Officer” in *Harvard Business Review*, May 2006.

Cheryl Boudreau, Mathew D. McCubbins and Seana Coulson, “Knowing when to trust others: An ERP study of decision making after receiving information from unknown people”, in *Social, Cognitive and Affective Neuroscience*, March 2009.

Paul J. Zak, Karla Borja, William T. Matzner, and Robert Kurzban, “The Neuroeconomics of Distrust: Sex Differences in Behavior and Physiology” in *Cognitive Neuroscience Foundations of Behavior*, Vol. 95 No. 2, May 2005.

Paul J. Zak and Stephen Knack, “Trust and Growth”, in *The Economic Journal*, Issue 111, 2001.

Paul J. Zak and Ahlam Fakharb, “Neuroactive hormones and interpersonal trust: International evidence” in *Economics & Human Biology*, Vol. 4, Issue 3, December 2006.

Wouter van den Bos, Eric van Dijk, Michiel Westenberg, Serge A.R.B. Rombouts and Eveline A. Crone, “What motivates repayment? Neural correlates of reciprocity in the Trust Game”, in *Social, Cognitive and Affective Neuroscience*, September 2009.

## **Other Resources**

***Triscendence Trust Assessment for Leadership Teams***<sup>™</sup>. Triscendence, LLC. ([www.triscendence.com](http://www.triscendence.com)). The TTALT instrument currently measures the team’s perceived level of trust in the dimensions of sincerity, reliability, competence, and care, plus the team’s *attentiveness* to engaging in, and providing the opportunity for, conversations related to the current levels of trust in a relationship, and the *actions* the team currently takes to build, maintain and rebuild trust. Triscendence will be incorporating the dimension of *care* in the next revision of their instrument.

***TeamTrust Assessment***<sup>™</sup>. Thin Book Publishing, Inc. ([www.thinbook.com](http://www.thinbook.com)). This assessment instrument does not specifically measure any of the trust assessments covered in *The Thin Book of Trust*, but it does a good job of assessing trust in other ways.

***TrustTalk***<sup>™</sup>. Thin Book Publishing, Inc. ([www.thinbook.com](http://www.thinbook.com)). This great team trust building tool kit consists of over 70 trust related topics. For each topic there are conversation starter questions, and suggestions about what the team members and leader(s) can do differently to create more trust. The topics are divided into six key areas of concern: Spirit of Unity, Strategic Competence, Predictability and Reliability, Integrity and Openness, Collaborative Intent, and Psychological Safety. *TrustTalk* is designed for team building focused on trust.

***Team Trust Facilitator Kit***<sup>™</sup>. Insight Coaching ([www.insightcoaching.com](http://www.insightcoaching.com)). This kit is designed for use by experienced facilitators, coaches and trainers. It contains a facilitator guide and customizable slide presentation. The kit can be used to design workshops, training programs and interventions on the topic of building and rebuilding trust.