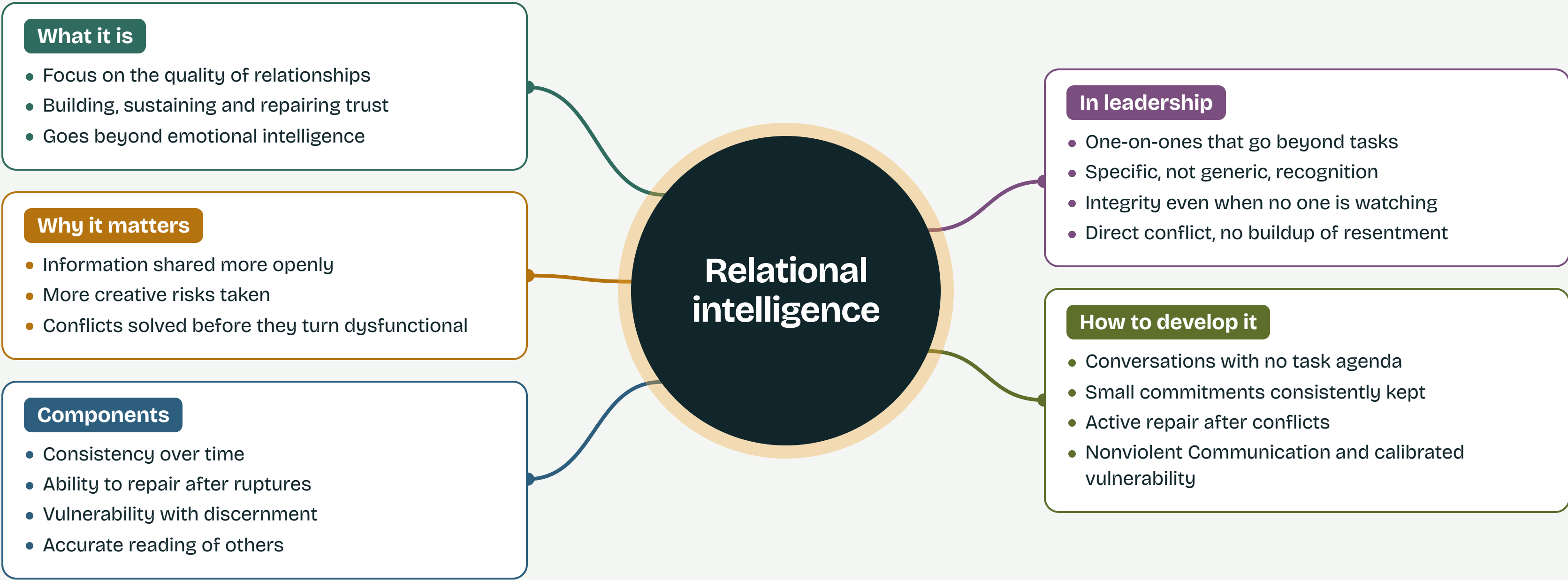


Relational intelligence and trust at work



Action plan

1

Set aside non-task conversations with each person

2

Keep small commitments consistently

3

Revisit conflicts and acknowledge your part

4

Use Nonviolent Communication to express needs

5

Admit doubts and mistakes in the right context

Key takeaway

Trust is built through repetition: small commitments kept matter more than one big isolated gesture.

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