

We earn **TRUST**  
in all we do

Culture Commitments

Huddle Packet

Learning & Organizational Development



**Atrium** Health

# We earn TRUST in all we do

## *Huddle Packet*

At Atrium Health, earning trust is essential to our work. Whether we are working with patients or teammates, earning trust helps us build effective relationships, leading to better outcomes. The actions you take every day impact the level of trust others have in you.

### How We Do It: Our Commitment Statements

Earning trust can come to life in many ways. When we commit to earning trust, we are committing to act on the statements below to help us live out our Culture Commitments daily.

1 Keep our word.

2 Build trust to go further faster.

3 Act with integrity.

### What Can You Do? Ideas and Additional Resources

- Mend a relationship with a teammate you've let down in the past. Apologize if any mistakes were made and let them know what you plan to do differently moving forward.
- Reach out to a teammate you know is going through a hard time. Ask how they are doing and if there is anything you can do to support them. Remind them about resources like Code Lavender and Atrium Health's Employee Assistance Program.
- Identify a trusted friend and ask them to help hold you accountable and point out when you may be acting without integrity or in a way that could damage the trust your teammates have in you.
- Review [Atrium Health's Mission, Vision](#), and [Culture Commitments](#) so you can demonstrate those in your work. Familiarize yourself with organization and department policies and procedures so you can act in accordance with those without exception.

# We earn TRUST in all we do

## *Huddle Packet*

### Quick Tips for Earning Trust

**Too busy to focus on earning trust?** With so many competing priorities, it can be challenging to prioritize the actions needed to build trust. Here are some ideas on how to earn trust through everyday tasks.

- **Be reliable.** Make sure you are on time for meetings. Return calls/emails as quickly as possible. Pass on any information you promised you would send. It may be helpful to keep a to-do list on your desk or on your smartphone. Each day, review your commitments and be sure you can follow through on those as expected.
- **Ensure consistency.** Be sure your actions align with your words. Follow all policies and procedures without exception, just as you would have your team do.

Being reliable and consistent in your everyday tasks are some of the quickest ways you can build trust with your teammates.

**Not sure what to communicate?** Knowing how much or how little to share with others can be difficult to determine. Here are some guidelines:

- **Communicate about expectations.** Make sure people know what they are responsible for and that you are clear on what others expect of you.
- **If you feel you're withholding too much, share more openly.** Don't leave people wondering if you have a hidden agenda or if you are trying to keep things from them to keep yourself at an advantage. Make an effort towards transparency wherever privacy expectations are not impacted.
- **Maintain confidentiality.** Be sure you are not sharing private information. While this is an expectation surrounding patient privacy, your teammates may prefer that same level of confidentiality around certain topics. If you're unsure what you can share, ask up front "Do you prefer this be kept confidential?" and if yes, always follow through with that request.

What and how much you communicate plays an important role in how people view your trustworthiness. Always aim to speak positively, encouraging increased trust within your team.

**Not sure where you stand with others?** Be your authentic self and remain respectful of others. Be honest and act with integrity, always.

- **If you are worried others don't trust you,** find out why and then make changes to your actions. Trust must be earned.
- **If you have a hard time admitting mistakes,** take responsibility, apologize to those impacted and offer solutions.
- **If you tend to overpromise to impress others,** reflect on when and why you do this. Be honest about your abilities and/or your capacity. Be willing to learn when needed.