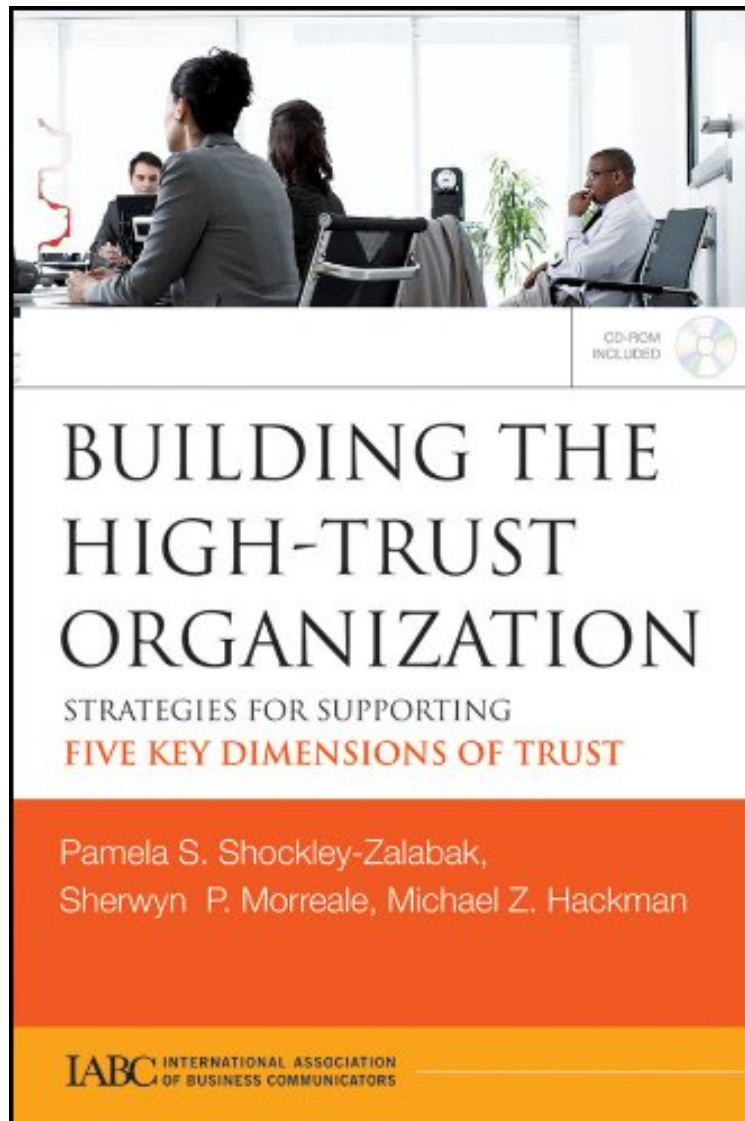


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## Building the High-Trust Organization: Strategies for Supporting Five Key Dimensions of Trust (J-B International Association of Business Communicators)

*Pamela S Shockley-Zalabak, Sherwyn Morreale, Michael Hackman*

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**Pamela S Shockley-Zalabak, Sherwyn Morreale, Michael Hackman : Building the High-Trust Organization: Strategies for Supporting Five Key Dimensions of Trust (J-B International Association of Business Communicators)** before purchasing it in order to gage whether or not it would be worth my time, and all praised Building the High-Trust Organization: Strategies for Supporting Five Key Dimensions of Trust (J-B International

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0 of 2 people found the following review helpful. High-TrustBy J. BerryI have not read the whole book yet, but so far, it seems very helpful.2 of 2 people found the following review helpful. The "Main Thing" for Organizational SuccessBy Jim BrowneYou know that you have a major trust problem in your organization or team. You are seeing how negative morale among your employees or team is reducing effectiveness. Given all the mergers, early retirements and layoffs that have occurred in your company, you are not surprised. You wish that you had some tools to understand and to deal with this problem but you do not know where to begin. Pamela Shockley-Zalabak's, Sherwyn Morreale's and Michael Hackmans' discussions regarding how creating an environment of organizational trust is at the center of organizational effectiveness is an excellent place to start. Using dozens of stories of real life situations and recaps of many studies, they show how trust building is fundamental to the success and effectiveness of any organization or team."Building the High-Trust Organization" details the authors' research and consulting experiences conducted in several countries around the world on four continents regarding organizational effectiveness and the role of trust in high performing organizations. They build a compelling argument that trust is not just critically important - it is the main thing- the essential element of organization success.It is the first book to succinctly identify a model consisting of five dimensions of trust that play the most significant roles in organizational effectiveness. Based on the authors' extensive research and consulting experiences, they introduce and explain a well researched trust model based on measurements of competence, openness and honesty, concern for employees/stakeholders, reliability and identification that is easy to understand.In keeping with the no-nonsense, self help messages of this book, it includes a CD that contains the Organizational Trust Index (OTI) measurement instrument as well as a step by step method that shows how to use the instrument, measure/evaluate its results and build an action plan to improve trust in your organization or team. This model has been well tested for both reliability and validity for measuring organizational trust.In a time of unprecedented mergers, government sponsored buy-outs, the collapse of financial institutions, organizational restructuring and layoffs that has resulted in a "trust crash" among employees and stakeholders, this book is a must read for those who are trying to maintain or rebuild trust within their organization or team.

Based on IABC sponsored research in over 60 organizations, this guide provides an easy-to-administer model and instrument for measuring and managing trust in organizations. An explanation and practical applications accompany each of the model's five critical dimensions of trust: Competence, Openness and Honesty, Concern for Others, Reliability, and Identification. Using rich case examples and interviews, the book examines diverse approaches and opportunities for building trust--in peer groups, virtual environments, and with managers/supervisors, and top management. Individual interviews represent diverse organizational positions, responsibilities, perspectives, and geographic locations.Note: CD-ROM/DVD and other supplementary materials are not included as part of Kindle edition of this book.