

Trust can drive productivity....

“Employees’ trust in their employer and managers is increasingly seen as a vital organisational resource that influences both organisational performance and staff wellbeing.”

This is the conclusion of a joint report published by Durham Business School and Nigel Wright Recruitment. The report, which is based on an in-depth survey of over three hundred senior executives and managers, from a diverse range of businesses, suggests that building trust at all levels – organisational, managerial and within functional teams – can result in a multitude of positive outcomes for business.

Some of the specific benefits include: improved self esteem of employees, a reduction in levels of stress and in the inclination of employees to quit or to look for a new position.

The research surmised that in difficult economic climates, issues of trust are brought to the fore within organisations, as employees become increasingly concerned over job security and job prospects. During the last few years there has been a rise in pay freezes, redundancies and a reduction in personal development opportunities and employment benefits. This has caused a great deal of insecurity at work. Some companies have managed this well however others haven't. The report argues that engendering trust in organisations is an important step to take in rebuilding the bridges that have perhaps been burned within organisations, in recent times.