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Nota di contenuto	Cover; Becoming a Trustworthy Leader; Title Page; Copyright Page; Table of Contents; Series Editors' Foreword; Author Biographies; Chapter 1 Trust Is Needed Now More Than Ever; Trust Is Gone, but It's Been Gone for Decades; Why Has Trust Declined?; Overview of Our Book; Defining Trust and Its Vital Importance; The ROCC of Trust; Trust as a Basis for Effective Leadership; Are Leaders Born or Made?; Accelerating Change by Developing Your Own Trust Network; Creating a Culture of Trust; Rebuilding Trust; Trust Leads to an Enlarged Sense of Purpose; Beginning the Journey Chapter 2 What Trust Is and Why It MattersDefining the ROCC of Trust; Reliability; Openness; Competence; Compassion; The ROCC of Trust; The Bottom-Line Benefits of Trust; Trust Tips; Chapter 3 Leaders Are Born and Made; Mastering the Three Levels of Change: Personal, Interpersonal, and Systemic; Leading Through Courage, Humility, and Authenticity; Leading Through Courage; Leading Through Humility; Leading Through Authenticity; Building Trust According to Your Own Strengths; Trust Tips; Chapter 4 Developing Your Own Trust Network; Your Trust Network and How It Helps You Lead Others Examples of Our Own Trust NetworksDoing Well by Doing Good at

Princeton; You Never Know When You're Going to Get Really Sick; Making Important Decisions and Reinventing Yourself; Launching Your Own Trust Network; Is Your Trust Network Actually Working?; Trust Tips; Chapter 5 Building Trust Within Teams; What Is a Team?; Why Are Teams So Important?; Building the ROCC of Trust Begins With the Team Leader; The Team Leader As Coach; Making Team Members Accountable to the Organization and to One Another; Building the ROCC of Trust Within Teams; Learning How to Listen Creating Opportunities to Build TrustTrust Tips; Chapter 6 Making Change Last by Creating a Culture of Trust; Defining Organizational Trust; Positive Organizational Scholarship, Leadership, and Trust; Building Organizational Trust Through Open Communication; Leaders As Linking Pins; Building Organizational Trust Through Systems, Processes, and Practices; Bob Lintz: Turning Around the Parma, Ohio, General Motors Plant; Trust Tips; Chapter 7 Trust and Innovation; Innovation As a Leadership Imperative; Mutual Trust Between Leaders and Followers Is Essential for Innovation How Leaders Foster Innovative Cultures Through the ROCC of TrustInnovation and Trust at the Personal Level of Change; Innovation and Trust at the Interpersonal Level of Change; Innovation and Trust at the Systemic Level of Change; Make Work a Game That All the Players Can Win; Talk Like Ted; Reinvigorating Your Innovative Culture Through Ongoing Reevaluation; Trust Tips; Chapter 8 Trust Across Borders; Virtual Teams and Trust; Trust Across Organizations; Trust Across National Borders; Trust Tips; Chapter 9 Trust and Healthcare; Why Focus on Healthcare Leadership? The Changing Nature of Physician-Patient Relationships and Implications for Trust

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Sommario/riassunto

It's time to discover a new way for individuals to lead organizations and societies. Trust in a variety of institutions, including governmental and business, is at an all-time low. In order to strengthen society from its foundations, we need to rebuild trust. Research shows that leaders are critical to building trust in organizations, and that trust in leadership is significantly related to a number of attitudes, behaviors and performance outcomes. This new book, with its emphasis on the critical role of leadership in trust-building as well as the novel perspective on the trust circle of lead

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