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| Nota di contenuto | The Decision to Trust; Contents; Introduction; 1 The Decision to Trust; 2 The Decision to Trust Model; 3 How We Differ in Trusting; 4 Situational Factors in the Building of Trust; 5 Tools for Diagnosing, Building, and Repairing Trust; 6 Trust in Leadership and Management; 7 Trust in Organizations; 8 Building Trust Within Teams; 9 Building Trust Across Groups and National Cultures; 10 Hope for the Future of Trust; Appendix A-Research on the Antecedents to Trust; Appendix B-Trust Diagnosis Worksheet; Appendix C-Trust Interventions; Appendix D-Systemic Trust Interventions; Notes; Acknowledgments About the AuthorIndex |
| Sommario/riassunto | A proven model to create high-performing, high-trust organizations Globally, there has been a decline in trust over the past few decades, and only a third of Americans believe they can trust the government, big business, and large institutions. In The Decision to Trust, Robert Hurley explains how this new culture of cynicism and distrust creates many problems, and why it is almost impossible to manage an organization well if its people do not trust one another. High-performing, world-class companies are almost always high-trust environments. Without this elusive, important ingr |

