



You can TRUST me... Right??

Bindu Khurana-Brown, MFT
Momentum for Health
CASRA Conference, Oakland, CA

Course Objectives



Attendees will consider three (3) factors that aid in therapeutic rapport building



Attendees will identify two (2) methods to identify where trust could be ruptured

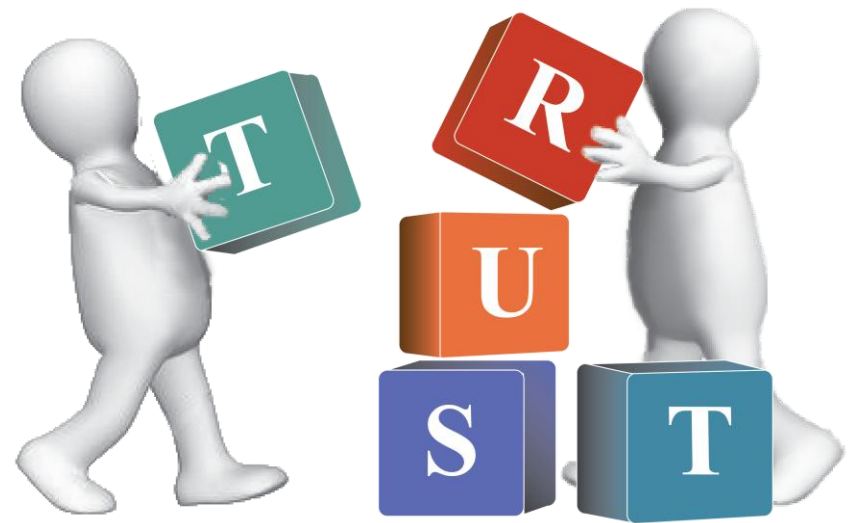


Attendees will consider methods of trust activities in their current work environment

Definitions

What is trust?

- The true meaning of trust is **assured** reliance on someone or something, rooted in **confidence** in their character, ability, and intentions.
- It involves a confident expectation that they will act in a way that is **consistent** with their promises and ***will not intentionally cause harm***.
- Trust is built over time through actions and communicated through honesty, open communication, and ***consistent reliability***.



Definitions

How do you define trust in a relationship?

- Trust in a relationship is the confident and assured belief in an individual's integrity, reliability, and honesty, allowing you to ***feel emotionally secure, vulnerable, and safe*** with them.
- It involves believing they will act in your best interest, keep their promises, and be loyal, fostering a deep emotional bond and ***the freedom to be authentic without fear of judgment or betrayal.***



What violates Trust?



Violations



Loss of confidence in a person/staff/case manager/MD



Our actions caused harm



Our words lessened the safety of the space



Vulnerability was mocked or lessened



Judgment was cast



Betrayed by the care team

Building Trust - Consistency

- Consistency looks like a **reliable**, repeatable pattern of actions and behaviors that align with your stated intentions, beliefs, or goals, even when facing challenges or ***lack of motivation***.
- It involves choosing to consistently take small, intentional steps and it builds trust and credibility by making your actions predictable.



Building Trust - Consistency

Imagine being on a plane where the pilot was unpredictable.

You never knew when the plane would take off or land, go up or down.

What if that pilot were to say every now and then during a flight, "Get out. There's more important people to ride on this airplane?"

Or "Instead of oxygen masks, we've equipped this airplane with Mariah Carey's latest album?"

Would this be the right pilot for your airplane? Chances are you'd deem that pilot too inconsistent for you. So why not consistently do the same all the time?



Building Trust - Consistency



- Consistent individuals are predictable in **whom and what they prioritize**. They are predictable in making decisions based on a clear set of internal values and not the immediate circumstances.
- They are predictable in that when you go to them with a problem or issue, you know what you are going to get. *They are the folks on whom you can depend when the going gets tough, which happens often in crisis work.*

Building Trust - Competence

Key components of competence:

- **Knowledge:** The information or understanding gained through experience, study, or investigation that forms the basis for an action.
- **Skills:** The practical ability to apply your knowledge, often developed through repeated practice and application.
- **Abilities:** The inherent talent or aptitude to do something, which can be further developed into skills.



Building Trust - Competence

- **Behaviors:** The characteristic ways of acting or responding that are essential for successful performance in a given context.
- **Attitude:** A person's outlook or disposition that can influence their ability to perform a task.



Building Trust - Competence



Cultivate a Positive Mindset



Practice positive self-talk: Challenge negative thoughts and replace "I can't" with "I'll try my best" or other optimistic phrases.



Celebrate successes: Acknowledge and be proud of your achievements, no matter how small.



Focus on your strengths: Make a list of your talents and what you're good at to help build your self-esteem.



Be kind to yourself: Treat yourself with compassion when you make mistakes or face setbacks.

Competence vs Confidence



- **Competence is your actual ability and knowledge to perform a task successfully**, while confidence is your belief in your own capabilities and likelihood of success.
- Competence is an objective measure of skill, whereas confidence is a subjective feeling.
- Building competence, through practice and learning, naturally leads to greater confidence, creating a positive feedback loop where each reinforces the other.

Building Trust - Compassion

- Compassion builds trust by fostering a genuine connection that **communicates care, understanding, and respect**, making people feel seen, heard, and safe.
- When individuals feel their well-being is valued, they become more willing to engage in open communication



Building Trust - Compassion

Signs of Lack of Empathy

- Being extremely critical of other people
- Blaming the victim
- Not forgiving people for making mistakes
- Feeling like other people are too sensitive
- Not listening to other people's perspectives or opinions
- An inability to cope with emotional situations





Building Trust - Compassion

- Compassion is defined as the sensitivity to suffering in oneself and others, ***combined with a strong desire to alleviate and prevent it.***
- Compassion is a skill that can be cultivated and strengthens relationships fostering emotional well-being
- It is distinct from empathy, which is feeling with someone, as compassion includes the element of ***active engagement and a commitment to help.***

Building Trust - Compassion



Building Trust - Integrity

- There are 5 fundamental values of integrity
 - Honesty
 - Trust
 - Fairness
 - Respect
 - Responsibility



Building Trust - Integrity



- **Honesty:** The practice of always telling the truth, even when it's difficult.
- **Trust:** Building relationships and environments where people can rely on each other's words and actions.
- **Fairness:** Treating everyone justly and equitably, without bias or prejudice.

Building Trust - Integrity

- Respect: Valuing others' ideas, dignity, and contributions, and treating them with consideration.
- Responsibility: Taking ownership of your actions, duties, and commitments.



Building Trust - Integrity

- Embrace the timeless golden rule, *“If it’s not right, don’t do it; if it’s not true, don’t say it”*
- By consistently applying this rule in our actions and words, we cultivate a culture of respect, trust, and compassion.





TRUSTED RESPONSE URGENT SUPPORT TEAM

408-596-7290 or 988

TRUST is a mobile crisis response team that provides low-risk de-escalation assistance, referrals, and stabilization services in Santa Clara County.



- ✓ Call 988: Local area codes 408, 650 and 669
Call 800-704-0900, press 1: any other area codes
- ✓ FREE, no prequalifying determination to access service
- ✓ 24/7, 365 days
- ✓ Clients 18+ years old
- ✓ De-escalates crises and provides individuals with the support they need
- ✓ Alternative to law enforcement
- ✓ Fully equipped van with first aid supplies and donations
- ✓ Transportation available for clients



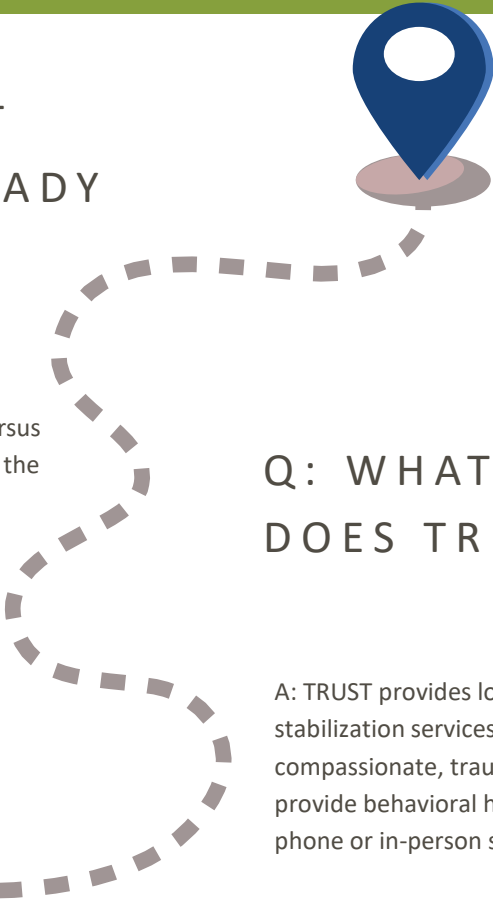
Q: HOW IS TRUST DIFFERENT FROM OTHER SERVICES ALREADY OFFERED?

A: TRUST is available to meet community members where they are versus in a clinical setting, and can provide a wide range of services based on the individual’s unique needs. We bring the support to you.



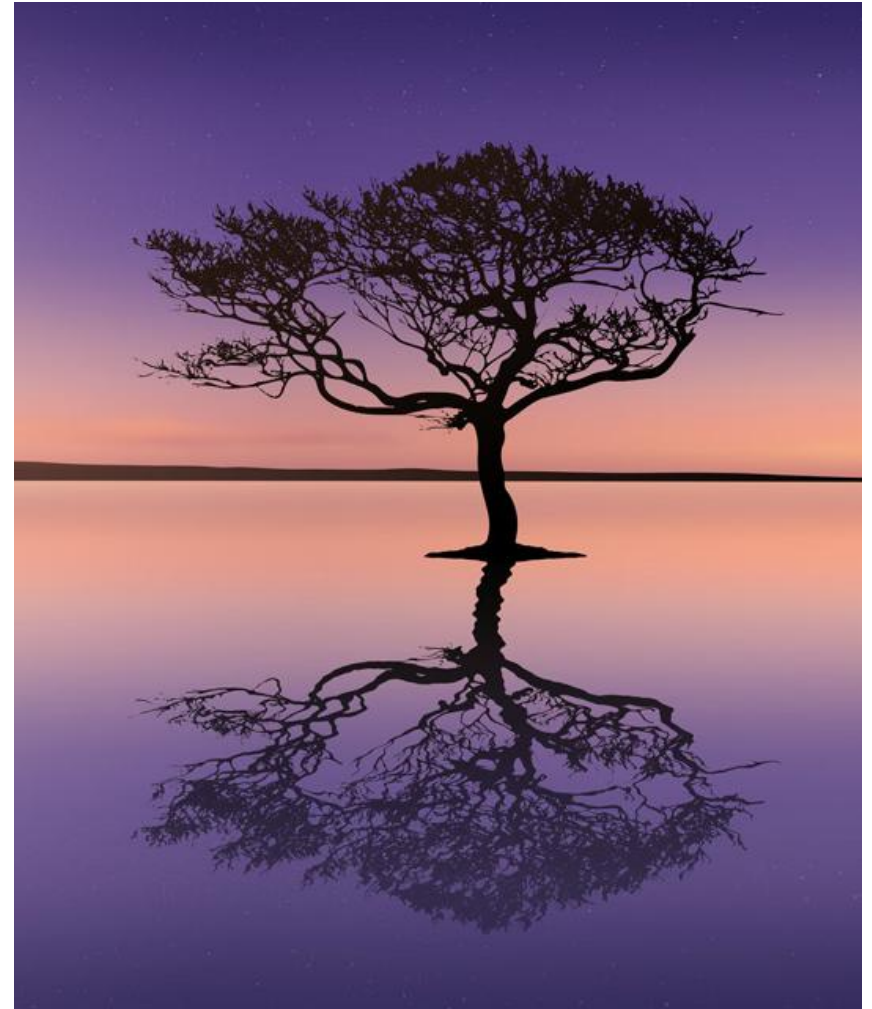
Q: WHAT TYPES OF SERVICES DOES TRUST OFFER?

A: TRUST provides low-risk de-escalation assistance, referrals, and stabilization services in Santa Clara County. All TRUST team members are compassionate, trauma-informed and culturally sensitive, and seek to provide behavioral health and basic medical assessment services through phone or in-person support.



Conclusion

- Trust has to be earned, it is not given
- If you make the effort to be trustworthy, you are worthy to be trusted







Bindu Khurana-Brown

Bkhurana-brown@momentumforhealth.org