

Building Trust

BRINGING EMPLOYMENT FIRST TO SCALE

JANUARY 2020

What does building trust mean?

Building trust means gaining a job seeker's full confidence in your positive intentions and ability to help them.

Why is building trust important?

A job seeker who trusts you will be more comfortable with sharing preferences, aspirations, and concerns that are critical for identifying the best job match.

How can I build trust with a job seeker?

Treat the job seeker with dignity and respect: Establish eye contact, listen, and speak directly to them, not through someone else. Use your ordinary tone of voice and rate of speech.

What else can I do?

Listen without judging the job seeker's dreams, experiences, or ideas. Spend time with them in leisure activities. Involve the job seeker in all major decisions, including strategies for finding jobs. Prioritize their interests and aspirations over other players' demands.

What about building trust with family members?

When families have a role in job seekers' lives, building trust with them will make it easier for individuals to achieve their goals.

How do I build relationships with family members?

Connect with them early in the process, and keep them in the loop about how things are going. Include family members on phone calls and in meetings, in addition to using email or texting to keep them informed.

What else can I do?

A sample of employment consultants reported investing on average 41 minutes/day in activities that could contribute to building trust (see chart). These activities include interacting with job seekers in community settings to get to know them or to find jobs. Is that enough? How much time do you invest in building trust? Discuss the chart with your team.

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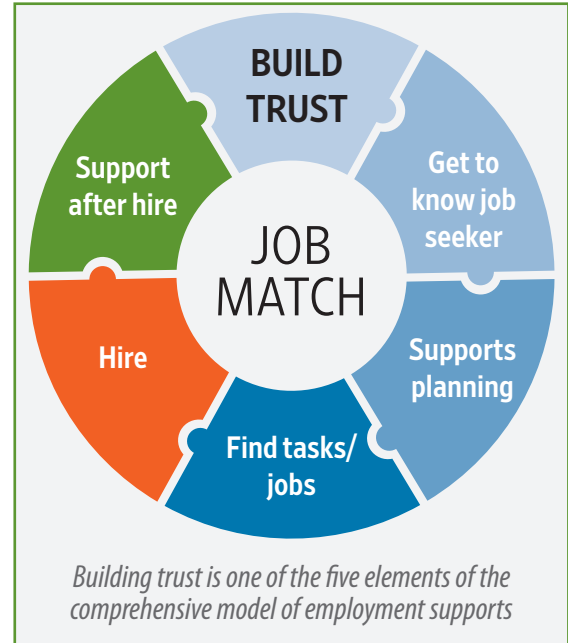
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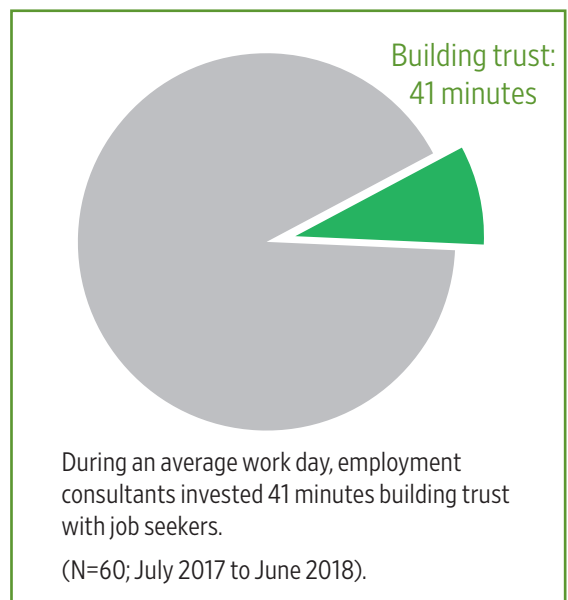


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...always listen to the individual first and make sure that their voice is heard because it's very easy for that voice to get lost amongst agencies, the family, the state, the employer, if they're employed, other various community members and team members...



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