

Tools and templates



Building your mindset to trust your team

It's important leaders can trust their team. Developing your mindset makes it easier to delegate and empowers your employees. Follow our checklist and pick the items that will help you in your role.

1. Recognise the business benefits

The first step to building your mindset is to recognise the benefits of being able to trust your team and delegate tasks easily.

- It frees you up to work where you most add value
- It can help to reduce stress level
- Employees develop new confidence and skills
- Higher levels of job satisfaction and staff retention
- It encourages innovation and new approaches

2. Remind yourself of people's job descriptions

Job descriptions set expectations for what employees are capable of doing. It's helpful to look at what's included when you're giving a team member a new responsibility.

- Revisit job descriptions to remind yourself of what's expected – and what people are capable of doing
- If someone's role has changed, take time to make updates and change job titles if necessary

3. Make sure employees can share issues

Making employees feel comfortable giving feedback means you'll be much better informed. That builds trust – you're less likely to worry about what you don't know.

- Implement one-to-ones and ask team members to share their challenges
- Get senior team members to model behaviour by sharing issues during meetings
- Set the standard by being open about challenges you're facing

4. Build a structure for accountability – and stop micromanaging

Lack of trust leads to micromanaging. Creating a structure for accountability alleviates worries about performance.

- Make team members responsible for reporting on their KPIs
- Encourage people to share issues during team meetings
- Book check-in meetings for one-off tasks you delegate

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5. Work with a mentor or adviser

It's useful to work through some examples with an adviser who can help you get to the root cause of the problem.

- Work through situations where you've felt stressed about an employee's work
- Talk about practical steps to develop a more trusting mindset

Top three action items

What practical steps are you going to take to improve your mindset over the next two weeks?

- 1) _____
- 2) _____
- 3) _____