

# THE (TRUST) PIGGY BANK



James Louttit

Impactful - PM Founder

We're all working remotely a lot more, and one of the biggest challenges can be how to build trust with your colleagues when you are not meeting them regularly. The analogy of a "Trust Piggy Bank" is a useful way to think about this challenge, and help you become more intentional about how you go about building an Impactful Remote team.

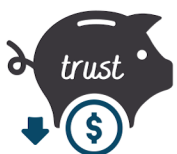
Both people in the relationship are responsible for making **deposits** and avoiding **withdrawals**. When there is low-trust, like at the start of the relationship, or when a difficult conversation is required, there is no substitute for meeting face-to face. But the rest of the time, these ideas can help you to make sure that you are consistently building rather than eroding trust.



MANAGER DEPOSITS



EMPLOYEE DEPOSITS



MANAGER WITHDRAWALS



EMPLOYEE WITHDRAWALS



# Manager Deposits

## ✓ Clear Two-Way Communication

Share expectations, objectives, and updates promptly and transparently.

Ask for your team's input and take on board what they say.

## ✓ Recognition & Appreciation

Acknowledge employees' efforts and achievements publicly.

## ✓ Provide Support

Offer tools, resources, and support for work and wellbeing.

## ✓ Trust & Autonomy

Empower employees with trust and autonomy in completing tasks. – Make it clear in your language that you trust them.

## ✓ Efficient Use of Time

Ensure that in-person time is used effectively for team activities, brainstorming sessions, and important conversations.

## ✓ Select Appropriate Communication Methods

Choose the right communication channels for different situations, acknowledging that each method has its place.

## ✓ Consistent Feedback

Provide timely constructive and positive feedback often. Don't "save it up"

## ✓ Invest in Development

Offer opportunities and resources for professional growth.

## ✓ Foster Inclusivity

Build an inclusive, respectful, and collaborative team culture. Particularly think about how to include people who are "not like you".

## ✓ Transparency

Share information about organizational decisions changes and updates.



# Employee Deposits

## ✓ Ask for Help

When you need it – it's better to ask for support and help than to deliver poor outcomes and be stressed.

## ✓ Demonstrate Reliability

Be dependable and accountable for your responsibilities, and deliver the desired outcome (not just the output).

## ✓ Proactive Communication

Regularly update colleagues on work progress and challenges.

## ✓ Be Responsive

Respond to messages, emails, and calls in a timely manner.

## ✓ Engage Actively

Participate in team meetings, discussions, and events enthusiastically.

## ✓ Value Face Time

Actively contribute to in-person meetings and team-building activities.

## ✓ Seek Feedback

Request and act upon feedback for continuous improvement.

## ✓ Show Initiative

Propose new ideas, solutions, and take the lead on projects.

## ✓ Support Colleagues

Offer help and support to teammates as needed.

## ✓ Uphold Integrity

Act ethically, honestly, and respectfully in all professional interactions.



# MANAGER WITHDRAWALS

## ✘ **Micromanaging**

Intrusively monitoring and controlling employees' work and methods.

## ✘ **Inefficient Use of Time**

Forcing employees into the office only for them to engage in virtual calls rather than meaningful face-to-face interactions.

## ✘ **Poor Communication**

Being unclear, inconsistent, or late in communication.

## ✘ **Wrong Communication Method**

Over-relying on less personal communication forms like email when a phone call or video conference would be more effective.

## ✘ **Ignoring Work-Life Balance**

Expecting employees to work beyond regular hours frequently.

## ✘ **Failure to Develop Trust**

Not building or actively undermining trust within the team. Even implying that you don't trust someone is very damaging.

## ✘ **Not Providing Support**

Neglecting employees' needs for resources, guidance, and support.

## ✘ **Lack of Transparency**

Withholding crucial information from employees.

## ✘ **Not Investing in Development**

Failing to support employees' career growth and development.

## ✘ **Ignoring Feedback**

Not listening to or disregarding employees' ideas and concerns.



# EMPLOYEE WITHDRAWALS

## ✘ Missing Deadlines

Consistently failing to complete assignments on time.

## ✘ Poor Communication

Not updating managers and teammates on work status and issues.

## ✘ Lack of Engagement

Being disinterested or uninvolved in team activities and meetings.

## ✘ Unresponsiveness

Not replying to communications promptly.

## ✘ Resisting Feedback

Rejecting or not acting upon constructive criticism and feedback.

## ✘ Not Valuing Face Time

Failing to engage meaningfully during in-person interactions.

## ✘ Not Taking Initiative

Lacking proactive behavior and dependency on others.

## ✘ Unreliability

Failing to follow through on commitments and responsibilities.

## ✘ Not Supporting Team

Not being a team player or not contributing to a positive team dynamic.

## ✘ Lacking Integrity

Demonstrating dishonesty or disrespect in professional relationships.





## Bonus

### Some good questions to ask if you want to have a better conversation and build a bit of trust:

1. What are you most proud of in the last 3 months at work?
2. How are you managing the workload – is there anything I can do to support?
3. Is there anything you would like to learn more about?
4. Are there any projects you'd like to be more (or less) involved in?
5. Is there anything weighing on your mind?
6. Have you been able to relax and recharge effectively?
7. Are there any resources or support you wish you had access to?
8. Have I given you enough information about the reasons for XXXX?
9. Is there a professional/personal goal that I can help you work towards?
10. What should we do to celebrate our successes?

### One of the most powerful ways to ask a question if you are worried about someone is to ask it twice:

**Q** Are you OK?

**A** Yea, not too bad, busy!

**Q** Yeah, but are you really OK?

**A** No, actually, My mum isn't well and I'm not sleeping too much at the moment...

**Impactful**   
*Project Management*

 james@impactfulpm.com

 impactfulpm.com

To learn more about leading impactful teams,  
give James a call **+353 (0)872810407**