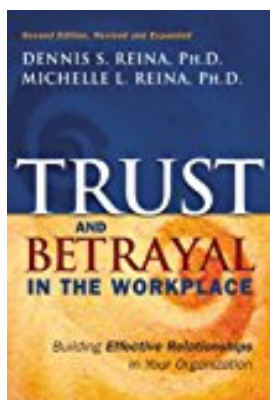


[PDF] Trust And Betrayal In The Workplace: Building Effective Relationships In Your Organization

**Dennis S Reina, Michelle L Reina, Michelle L Chagnon,
Dennis S. Reina, Michelle L. Reina - pdf download free book**



Books Details:

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Description:

Dennis and Michelle Reina, principals in an organization-development firm, believe more productive

and rewarding work environments will emerge if relationships that define them are truly built on trust. The problem they see is years of "downsizing, restructuring, and reengineering or of upsizing, mergers, and growth" that frequently result in minor misreadings of intention along with major breaches of promise--followed all too often by seriously diminished employee performance. The solution they propose in *Trust & Betrayal in the Workplace* is that leaders must develop a full understanding of the complex dynamics involved, and commit to practices that support building trust with employees. The book addresses the aspects of betrayal and trust, the bulk of it focused on "transactional trust" (which they define as "managing expectations, establishing boundaries, delegating appropriately, encouraging mutually serving intentions, keeping agreements, and being congruent in our behavior") and ways to build it among teams and groups as well as entire organizations. The authors conclude with a section on "transformational trust," the ultimate stage attained when trust within these levels "reaches a critical point and increases exponentially, becoming self-generating and synergistic." This is smart food for thought, supported by tools and techniques that can put it into practice. --*Howard Rothman*

Review "Thank you for the roadmap to a place called TRUST. May we never lose our way." -Sissy Franks, Vice President, Health Care Education Association, and Director, Outpatient Center & Education -- *Sissy Franks, Vice President, Health Care Education Association, and Director, Outpatient Center & Education*

"Dennis and Michelle Reina provide a useful jumpstart in their thorough analysis of trust and how to build it. Their book can help teams succeed, as people learn to create positive, productive, pain-free relationships." -- *Rosabeth Moss Kanter, Harvard Business School, and author of World Class and Rosabeth Moss Kanter on the Frontiers of Management*

"The Reinas have shown us that trust is more than just a word, but the nexus that holds corporations together. [This] glorious homily demands the attention of all human resource professionals and executives at every level within the organization." -- *Neil S. Reyer, Vice President, Corporate Dining Services, The Chase Manhattan Bank*

"Trust and Betrayal in the Workplace is a rare gift. The examples are real. The path to resolution is clear and achievable. If you are in a work setting where trust is important you must read this book. " -- *Richard D. Hossack, Ph.D., Partner-in-Charge, Strategic Change Services, Canada, PricewaterhouseCoopers Consulting*

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