



## Trust Triggers in the Workplace

Reflect on your workplace. What organizational events might trigger the following emotions? Each emotional word includes a number of other words that are more or less intense. Positive emotions are positively correlated to increase trust. Negative emotions decrease trust. We can feel trust in our workplace by being aware of the most prevalent emotions that are present.

1. **Valued** (e.g., accepted, admired, affection, appreciated, attraction, compassion, desire fondness, honored, included, kindness, liking, love, regarded, respected, revered, sympathy tenderness, treasured, warmth).

**Events:** someone confides in me; remembering someone who supported me through a difficult time.

2. **Joy** (e.g. amusement, bliss, cheerfulness, comfortable, contentment, delight, ecstatic, enthusiasm, euphoria, excited, exuberant, fortunate, grateful, happy, hopeful, optimistic, pleased, pride, relaxed, thrilled)

**Events:** hearing about co-workers success; remembering a triumph or victory;

3. **Involved** (e.g., absorbed, attention, caught up in, curiousness, drawn in, eagerness, energized, engrossed, excited, fascinated, flow, immersed, inquisitive, interested, occupied, stimulated)

**Events:** thinking about something that will help me earn more money or be more successful:

4. **Angry** (e.g. aggravation, annoyance betrayed, bitterness, contempt, cruelty, destructiveness disgust, dislike, envy, frustration, furious, hate, hostile, irritation, offended, jealous, mad, provoked, rage, rebellious resentment, scorn, unfair, upset).

**Events:** hearing someone criticize me; thinking that I am being treated unfairly

Paul Ekman researched emotions across cultures. The seven primary emotions he was able to identify in all cultures were happiness, anger, fear, surprise, disgust, sorrow, and contempt. Five of the seven were negative, suggesting that we may be more attentive to negative cues than positive cues. Training in emotional intelligence helps us to increase positive emotions and create more productive workplaces