

Navigators of the Commonwealth

Building and Sustaining Trust: The Cornerstone of Community Support



What does trust mean or look like?

absence of uncertainty	1	authenticity	1		
benefit of the doubt	1	communication	1		
doing what you say	1	everything	1		
firm confidence	1	honesty	1	love	1
loyalty	1	mutual respect	1	reliability	1
respect	1	security	1		
taking someone at face va	1	truth	1		

Welcome Navigators!





Navigating the Session

- **Active participation** - use the chat, Zoom reactions, raise hand
- **Be present** - stay on camera if at all possible, we want to see you all here!
- **Stay open and curious and respect confidentiality** - let's keep this a safe space to learn and grow together
- **Use technology respectfully**- please mute yourself when not speaking
- **Have fun**- let's keep this a supportive environment, while we stay focused on goals for the session

Relational Strategies

Showing vulnerability

Demonstrating comfort in uncertainty, risk, and emotional exposure.

Example: modeling comfort with uncertainty amid challenges by asking questions and asking for support from collaborators

Approaching interactions with authenticity

Approaching interactions openly, honestly, and in alignment with values.

Example: encourage collaborators to understand the values and beliefs of other partners

Bi-directional communication

All team members engage in sense-making to see how other team members feel about specific decisions.

Example: Support feedback loops among collaborators so that decisions and reactions to those decisions are shared back and forth

Engaging in co-learning

Provide opportunities for all partners to describe their expertise and experience so that partners can learn from each other; value different types of expertise and experience that individuals may bring to the collaborative effort

Engaging in empathy-driven exchanges

Demonstrated through affectively attuning to collaborators, balancing flexible boundaries with role clarity, demonstrating comfort in a relational context, and recognizing the impact of all partners on decision-making and activities.

Example: Support a collaborator to understand the perspective of another collaborator; highlight areas of shared understanding and common goals.

Technical Strategies

Frequent interactions

Frequent and informal opportunities for contact and exchange, creating opportunities to exchange information and reduce uncertainty in your collaboration.

Example: Develop standing meeting schedules that emphasize frequency over duration

Responsiveness

Demonstration of intrapersonal, organizational, and initiative-level flexibility to respond to shifts in the work as they emerge.

Example: Acknowledge requests for support from partners and respond to requests as quickly as possible

Demonstration of expertise

Demonstration of credibility, competency, reliability, commitment, and continuous learning.

Example: Share accurate and credible information in a timely manner with all partners

Achievement of quick wins

Intentionally planning of early successes and celebration of quick wins.

Example: Celebrate early signs of progress and share progress widely with collaborators.

Preconditions for **partnership**

Capability

Information about changes in the physical, cognitive, or psychological abilities of team members

Opportunity

Opportunities for changes in the physical, social, and cultural environments where planning takes place that are prompted through trusting relationships

Motivation

Increased motivation among team members to collaborate and achieve outcomes

A stylized solar system illustration. A large, bright yellow sun is at the center. Several planets are shown on elliptical orbits around it. From top to bottom, the planets are: a brown planet with horizontal stripes (Jupiter), a blue planet with a ring system (Saturn), a small brown planet (Mars), a dark blue planet (Earth), and a small red planet (Mars). The background is a dark, starry space.

Trust is built in the Smallest Moments

- Trust isn't a declaration, it's a pattern
- Most trust is built (or broken) when nothing dramatic is happening
- People watch what you do after they speak
- Consistency matters more than intensity

The Black Holes: What Quietly Destroys Trust

- Being “nice” instead of being honest
- Performing empathy without changing behavior
- Saying “we value your voice,” then controlling outcomes
- Pathologizing reactions instead of addressing conditions
- Inconsistency explained as “capacity”

A black hole doesn't explode, it collapses everything around it.





Asteroid Fields

Difficult Conversations That Matter

- Trust isn't the absence of conflict
- Avoidance creates more damage than discomfort
- Rupture without repair = drift
- Repair is a skill, not a personality trait

Breakout Activity

Prompts (choose ONE):

- Think of a time you trusted a professional or system.
 - What specifically made that trust possible?
- Think of a moment when trust eroded.
 - What happened after you spoke up?
- Where do you see trust breaking down most often in your role and why?

Instructions

- Be specific: name behaviors, not people
- No fixing, no defending
- Listen for patterns, not blame

The Beacon

“Someone showed clarity and transparency.”



The Orbit Shift

“A change in behavior altered trust over time.”

The Anchor

“Consistency made things feel safe.”



The Bridge

“A connection was strengthened through empathy.”



The Drift

“Avoidance or lack of repair created distance.”



The Eclipse

“Something important was hidden or unclear.”



The Comet

“A quick win built momentum.”



The Signal

“Someone responded quickly or followed through.”



Each star is a metaphorical star pattern representing a trust behavior.

Participants pick ONE chosen “constellation” that resonates with their story and use it to frame their breakout response.

Participants bring their chosen “constellation” into the breakout and explain why it fits their story

Breakout takeaways

Strong communication seems to be the best way to grow trust.

Communication

Gossip damages trust.

Showing kindness and being honest helps build trust.

Remember the details of peoples stories that they share with you

Clear communication and up to date trainings

pull through with what you promised and if you cannot make sure you communicate.

Be transparent!!

Follow through with what you promise

LETTING THEM DO IT! To actually GIVE trust!

Communication is important, both verbal and email follow-ups if needed

Lack of follow- up is a trust killer

Once trust is broken, it's hard to rebuild. It takes time.

Being willing to say what may be tough to say, even though it carries risk

Breakout takeaways

Trust is impacted not just by things that impact you but also how you see someone speak/ behave regarding others

Keep having a big heart and being good to people no matter how bad they treat ya

Once trust is broken, it can be very difficult or even impossible to restore

Don't expect your heart or beliefs from someone else. show grace but don't get discouraged in fighting with dignity and honesty in what you believe to be true

Two-way street

Sometimes you're the one who has broken the trust. Give yourself grace and try to be better the next time.

Showing accountability is key, even when you mess up- admit it! This helps build trust.

Only say/commit to what you can honestly do

Not over promising and calling ahead to build relationship with an agency etc

Actions speak louder than words when it comes to trust

Speak clearly of what you can and can not do to help

Longevity builds trust

Sentence Frames That Build Trust



DO Say:

- “Here’s what I can and can’t control, and I want to be clear about that.”
- “What would make this feel safer or more predictable?”
- “If this doesn’t change, what does it cost you?”
- “I may not be able to fix this, but I won’t disappear.”

AVOID Saying:

- “Trust the process”
- “We hear you” (without follow-up)
- “That’s just how the system works”
- “At least...”

Sustaining Trust Over Time

- Trust is cumulative, so is harm
- Consistency beats perfection
- Transparency > reassurance
- Repair builds more trust than pretending nothing happened

Trust isn’t built by being the hero. It’s built by being reliable.

Action steps

Giving them the opportunity to speak. It's double sided.

Avoiding bad news to be positive and end up over-promising

Really understanding my own biases about certain things/situations.

Listen more, don't say anything that could be misinterpreted

Provide options and let them make the choice.

Not always reverting to avoidance. Sometimes the conflict is necessary to grow.

Notice when people open the door to trust (e.g. by being vulnerable) and make sure my reaction embraces that

Not allowing a few simple mistakes to remove trust entirely. Forgive 70 times 7.

Stop talking and listen more!

let them tell their story

I want to make sure outcomes really reflect the voice of the person I say "I hear you" to.

Doing what I say I will do, demonstrating more consistency in my words and actions.

Be more direct when it's something I can't necessarily fix - Saying up front, "I may not be able to fix this. I want to listen and support you though."

Final Takeaways

Trust is Built by What We Do Next

- Trust is behavioral, not aspirational
- Small actions matter more than big moments
- Honesty builds more trust than reassurance
- Avoidance and inconsistency erode trust quietly
- Repair is not optional, it is the work

Trust isn't a feeling. It's a pattern.






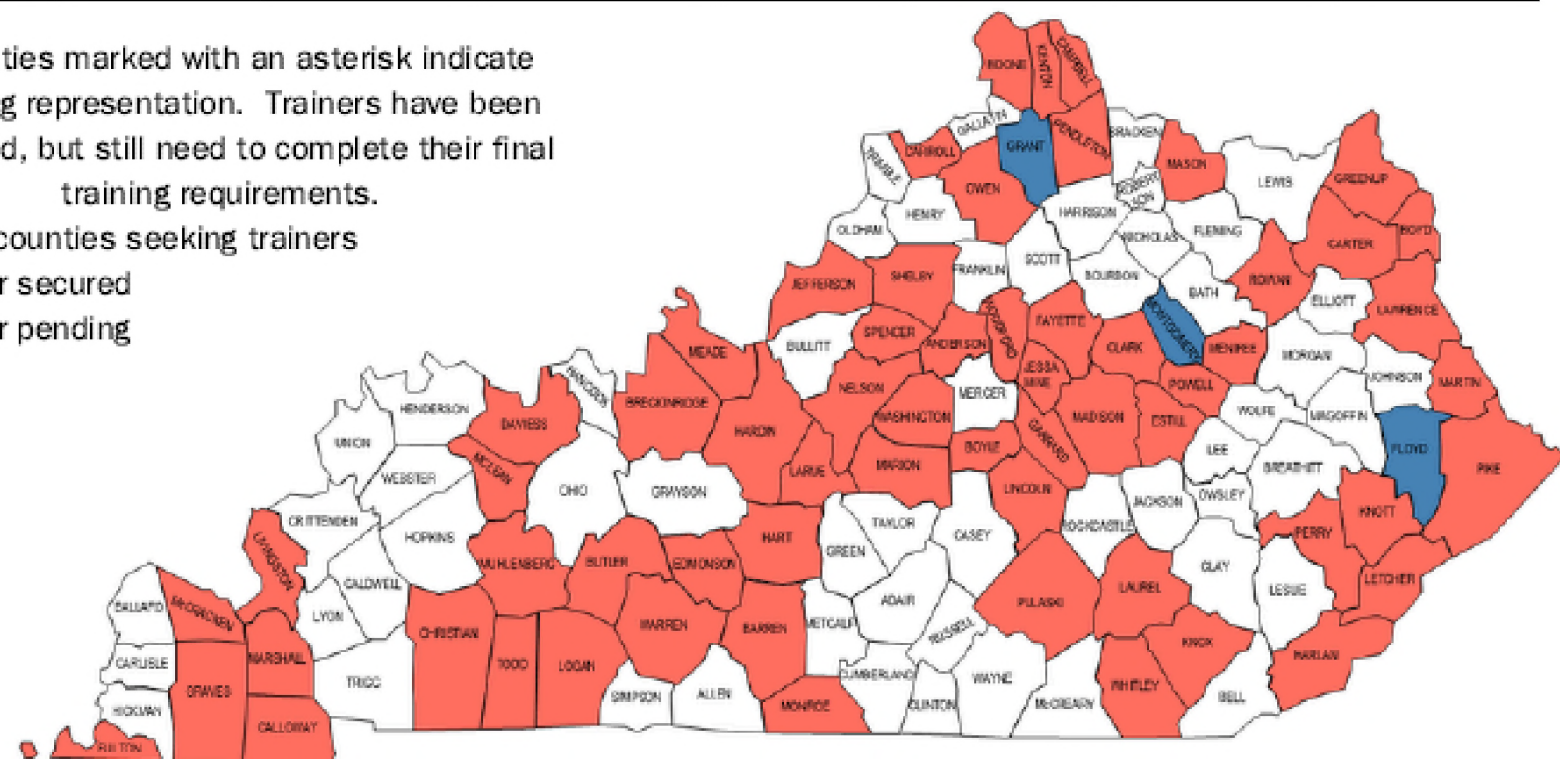
Open Seats for Upstream Academy

Upstream Academy is a groundbreaking initiative aimed at equipping community members with the knowledge and tools to proactively prevent child abuse and neglect through training at least one individual from each Kentucky county. The chart below depicts open seats for Upstream Academy by DCBS service region.

Cumberland	Eastern Mountain	Northeastern	Northern Bluegrass	Salt River Trail	Southern Bluegrass	The Lakes	Two Rivers
Adair	Breathitt	Bath	Bourbon	Bullitt	Mercer	Ballard	Allen
Bell	Floyd*	Bracken	Gallatin	Franklin		Caldwell	Hancock
Casey	Johnson	Elliott	Grant*	Grayson		Carlisle	Henderson
Clay	Lee	Fleming	Harrison	Henry		Crittenden	Metcalfe
Clinton	Leslie	Lewis	Nicholas	Oldham		Hickman	Ohio
Cumberland	Magoffin	Montgomery*	Scott	Trimble		Hopkins	Simpson
Green	Owsley	Morgan				Lyon	Union
Jackson	Wolfe	Robertson				Muhlenberg	Webster
McCreary						Trigg	
Rockcastle							
Russell							
Taylor							
Wayne							

*Counties marked with an asterisk indicate pending representation. Trainers have been assigned, but still need to complete their final training requirements.

-  Open counties seeking trainers
-  Trainer secured
-  Trainer pending



Upstream Academy is a groundbreaking initiative aimed at equipping one dedicated representative from each Kentucky county with the tools and training to prevent child abuse and neglect before it occurs. Participants will receive evidence-based and evidence-informed instruction, and upon graduation, will be certified to host Upstream Academy events in their own communities.

We are proud to announce 64 certified Trainers are ready to deliver innovative Upstream Academy child maltreatment prevention training in their communities across the Commonwealth! Here is a link to schedule an Upstream Academy training with a trainer in our network: <https://pcaky.org/upstream-academy/>

No trainer listed for your county? We're seeking passionate local champions to join the Upstream Academy and devote their talents to educating communities and supporting families to prevent child abuse and neglect before it starts.

Consider submitting your application here: <https://www.surveymonkey.com/r/UAA2025>

Our upcoming Training of Trainers event is scheduled for March 19-20, 2026 in Lexington. Questions can be directed to Amanda Clark at aclark@pcaky.org.

Research Opportunity for Helping Professionals Working in Rural Areas on Housing, Food Security, and Transportation

The University of Kentucky College of Public Health wants to learn how administrators, case managers, community health workers, and other professionals collaborate with community partners to connect patients with local resources in the state of Kentucky.

We invite you to participate in a focus group as a representative of your organization. The focus group will take between 60-90 minutes, and your knowledge and insights about the work being done by your organization would be valuable to us. Your responses are confidential, and we will not identify you or your responses in public materials without your express, written permission. We will summarize comments made in the focus groups.

As a thank you for your participation, you will receive a \$75 electronically issued Visa gift card.

Click on the following link to sign up to participate in a 90-minute virtual focus group.

https://uky.az1.qualtrics.com/jfe/form/SV_3sAnt2sQfZn3RSC

This project is led by the University of Kentucky College of Public Health, Mary Beth Lacy, PhD, and Rachel Hogg-Graham. We hope to learn more about what your organization has in place to screen clients for social needs, and the referral process.

Peer Reentry Group

Interested in joining our reentry specific
workgroup?

Scan and complete the survey below!



Next Session

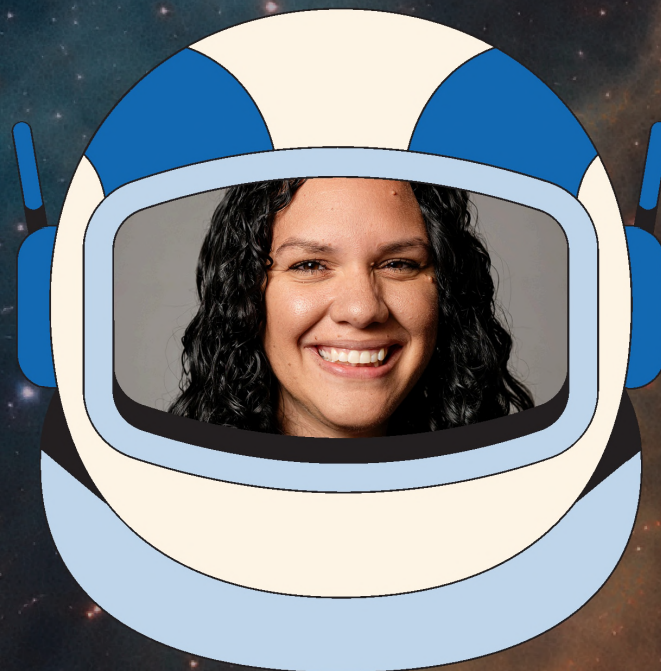
➔ **March 25 @ 11am EST**
Topic: Reframing
Noncompliance - Understanding
Resistance as Communication

Questions?



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Thank You!

See you Next Time