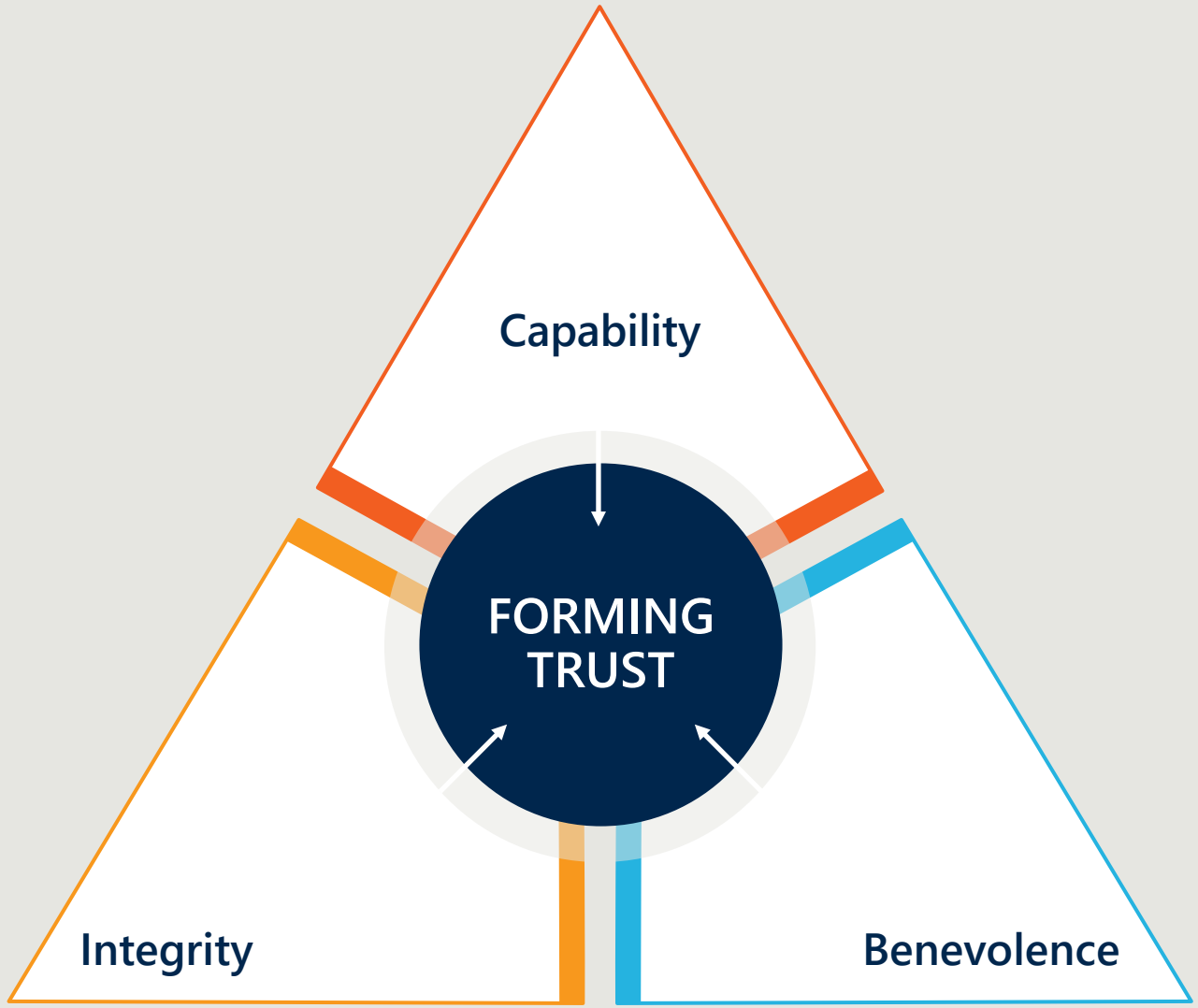
Trust in action:

Lessons on building organisational trust in Australian emergency management

Dr Matt Mclaren | 13 October

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Trust traditionally relies on three components.



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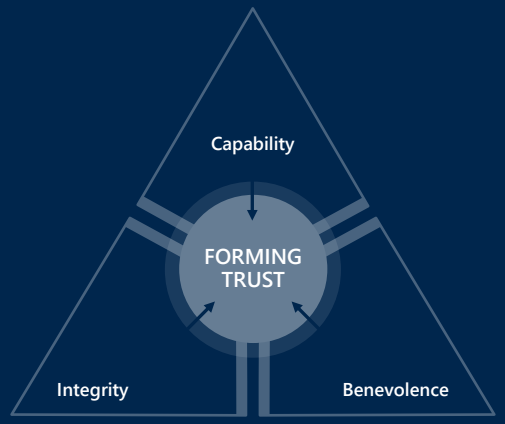


Tropical Cyclone Winston, Fiji, 2016

Source: *Cyclone Winston: Fiji counts deaths and damage from giant storm. The Guardian.*

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The research found trust was driven by four dimensions...



Clarity of roles and expectations

Demonstrated competence

TRUST

Behavioural consistency and integrity

Humble integration incl. under local leadership

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We see these ideas in our consulting work all the time.

1. Trust is enabled by shared capability expectations
2. Trust is earned through self-aware leadership
3. Trust is underpinned by system operating models that work
4. Trust requires respect for local leadership

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1

Trust is enabled through shared capability expectations

Capability framework and culture development for an emergency services dispatcher.



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2

Trust is earned through self-aware leadership

Leadership development training for incident controllers for a volunteer-based emergency services organisation.

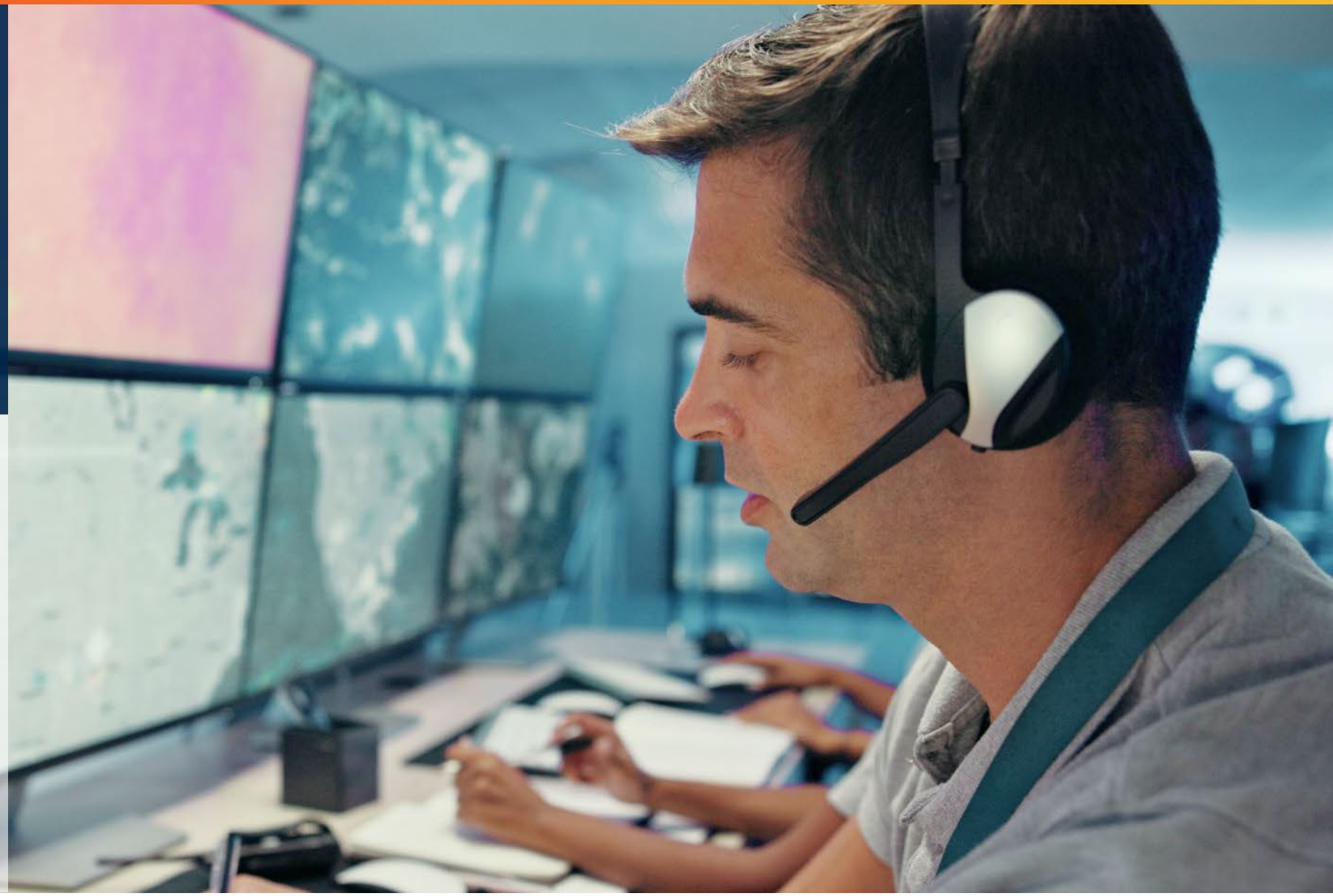


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3

Trust is underpinned by system operating models that work

A review of the all hazards all agencies operating model for emergency readiness and response for local, regional, and state emergencies.



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4

Trust requires respect for local leadership

An evaluation of a significant community-led recovery and resilience program.



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Nous Group is an international management consultancy working with clients across Australasia, the United Kingdom and North America.

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