

Flex Therapist CEUs

Building Trust in the Workplace

1. One of the five fundamental principles for building trust discussed in this video series is that trust is a two-way street. This means:

- A. People have to trust you in order for you to trust them.
 - B. You either can trust someone completely in every way, or you can't trust them at all.
 - C. Building trust requires that people are both trustworthy and that they are willing to extend trust to each other.
 - D. We are wired for both trust and distrust.
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2. Human neurophysiology has a "trust system" and a "distrust system" Which of the following claims does this video course make about these systems?

- A. The distrust system, when triggered, operates in a similar way to the fight/flight/freeze response by increasing levels of neurochemicals that make us act defensively.
 - B. The trust system, when activated, increases blood levels of certain neurochemicals that make us feel good about and want to be and work with someone we trust.
 - C. One strong trigger for the distrust system is when we perceive someone to be substantially different from us.
 - D. All of the above.
 - E. A and B above.
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3. When we assess the risk of trusting someone we actually make four different assessments. According to this video course, which of the following is not one of the four assessments of trust?

- A. Sincerity
 - B. Responsibility
 - C. Reliability
 - D. Competence
 - E. Care
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4. One of the benefits of breaking the abstract concept of trust into the four assessments described in this video is that each of them relates to specific behaviors that can either build or damage trust.

- A. True
 - B. False
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5. A specific behavior related to the assessment of Reliability is _____.

- A. Doing a good job.

- B. Being reliably honest.
 - C. Keeping the commitments, or promises, that you make.
 - D. Being interested in others.
 - E. Being accountable.
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6. This video CEU course suggests going through six steps even before you talk to someone who has betrayed your trust about finding a way to repair it so you can trust them again. which of the following is NOT one of the steps?

- A. Decide if you are willing to talk to the person at all.
 - B. Identify the specific trust assessment(s) you have about the other person that has made you lose trust in him/her.
 - C. Talk to someone you do trust about the advisability of trying to restore trust with the person who betrayed your trust.
 - D. Identify the specific actions you want the other person to take.
 - E. Ask the person if you can talk with him/her.
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