Defining trust and trustworthiness: how trust *really* works

Dr. Graham Dietz Durham University

Analysis of evidence for trust: what would ‘X’ need to see/hear in order to trust ‘Y’; what could X, Y or Z put in place to help?

Relationship has to continue

Repair efforts?/ Manage the distrust

a) Trust Y?  

b) Don’t trust Y?

Relationship is over

Relationship has to continue