
Three Types of Trust

There are three types of trust in organizational relationships.

Deterrence-Based Trust

- Most new relationships start at this level of trust.
- One violation of expectations or an inconsistency in behavior can destroy the relationship.
- There is not much disclosure at this level because parties are trying to avoid doing anything to sever the relationship before it can develop.

Knowledge-Based Trust

- Most organizational relationships are at this level.
- Trust is not necessarily broken by inconsistent behavior at this level.
- This level relies on information rather than deterrence.



Identification-Based Trust

- This is the highest level of trust. It is achieved when there is an emotional connection between the parties.
- Controls are minimal at this level.
- This is the type of trust that managers and leaders seek in teams.