MODEL #5—THE DYNAMICS OF TRUST

This model looks at the dynamics of trust and how we attribute blame. Attribution Theory, one of the most important areas of psychological research, is boiled down to help practitioners understand how trust is broken, and how blame and lack of trust can make resolution difficult if not impossible. The model also gives the practitioner specific strategies for rebuilding enough trust to facilitate the resolution process, through activities such as Confidence Building Measures (CBMs), procedural trust, and attributional retraining.