



# What is the impact of trust on regulatory team performance?

Panel Discussion

13 June 2019



**EY**

Building a better  
working world™



# What is Trust?

---

Simply put,  
***trust*** means  
**confidence**

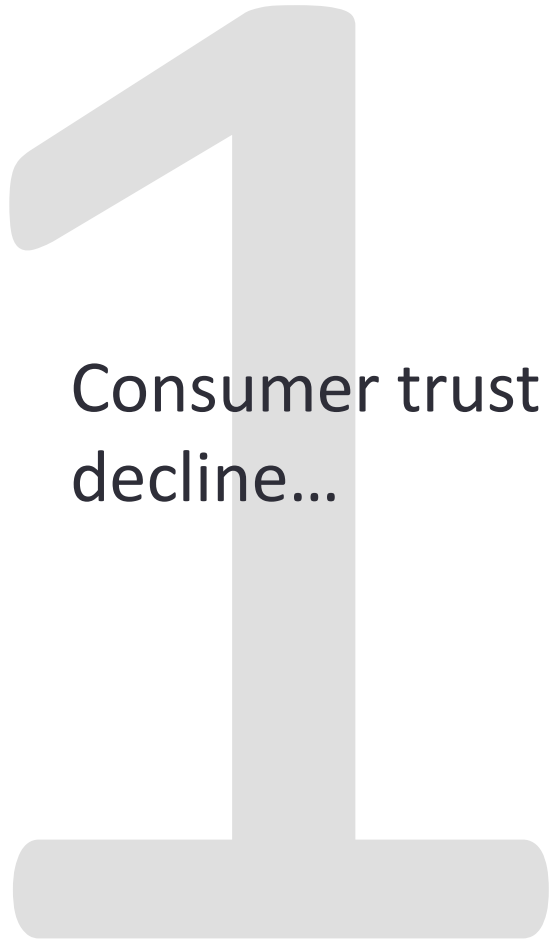
Simply put, ***trust*** means **confidence**. The opposite of trust — distrust — is suspicion.

In a high trust relationship, you can say the wrong thing and people will still get your meaning. In a low-trust relationship, you can be very measured, even precise, and they'll still misinterpret you.

STEPHEN M. R. COVEY

# We are operating in a trust bear market

---



Consumer trust in institutions continues to decline...

**-20%** ▼

Decline in consumer trust of US financial services firms, 2017–2018

Of other institutions:

Business:

**-20%** from 74% to 54%

Government:

**-30%** from 63% to 33%

Media:


**-22%** from 64% to 42%

Source: Edelman Trust Barometer

There is an economic value to trust

---

Trust creates measurable and sustainable economic results.



Organizations can build trust and it starts with a focus at both the individual and team level.

# High performing team

---



Source: The Five Dysfunctions of a Team- Lencioni 2002