

## Bridging Generational Gaps Starts with TRUST

by Stacey Jerrold, MBA, SPHR, & Mary-Anne Walsh, EdD

In our previous articles, we explored the concepts of respect and collaboration as a means to help bridge generational gaps within our organizations. Now our focus shifts to trust—the ability to rely on someone or something to deliver an outcome. So essentially vital, trust is the “glue” in every interaction we have.

Stephen Covey, author of *The Speed of Trust*, says, “When trust goes up, speed will also go up and cost will go down.” The opposite is also true. “When trust goes down, speed will go down and costs will go up.” And we would add here that once trust is lost, it is gone forever. As the key building block in the creation of your company’s performance and reputation, the decision to trust is dependent upon the thoughts, values, and behavior of your human capital.

Creating a culture of trust does not occur overnight. There are certain behaviors that individuals and corporations can institute to facilitate the process. How do you and your organization score on

a measure of 1-10? Try this quiz (1 lowest, 10 highest):

1. Communication skills: Use tactful straight talk, share agenda, clarify expectations, listen actively, deliver and receive feedback

Me 1 2 3 4 5 6 7 8 9 10

Organization 1 2 3 4 5 6 7 8 9 10

2. Demonstrate respect and value each individual; give credit where credit is due; keep commitments; go the extra mile when you have committed a wrong

Me 1 2 3 4 5 6 7 8 9 10

Organization 1 2 3 4 5 6 7 8 9 10

3. Creating transparency by sharing of information

Me 1 2 3 4 5 6 7 8 9 10

Organization 1 2 3 4 5 6 7 8 9 10

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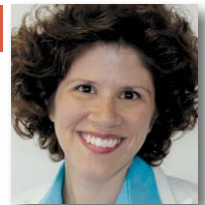
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## The View from 5,000 Feet

by Jennifer C. Loftus, MBA, SPHR-CA, GPHR



Although the calendar says March, after trudging my way through this winter, I am hesitant to celebrate spring’s arrival. I remember many a large snowstorm in March and April! The days are getting longer and the sun stronger, but we are not out of the woods just yet.

In between navigating the slush lakes at street corners, scaling mountains of snow, and sliding across ice-covered sidewalks, I began to contemplate a move to a warmer climate. I wondered, “Am I done with New York winters?”

On a surprisingly snow-free day earlier this winter, I traveled to upstate New York for a day of client meetings. I was disappointed to have missed, by less than 10 minutes, an earlier flight

home, and figured things happen for a reason. So after an airport food court dinner, I boarded my 6:25 PM flight to LaGuardia Airport. What appeared to offer little more than a commuter flight turned into so much more.

Our final approach to LaGuardia required that our plane “vector in” from the South at no higher than 5,000 feet. To make the swing into Queens, we flew across Tribeca. From the plane, the view of Times Square, with the buildings lit up in their neon and electric glory, was breathtaking. The Empire State Building seemed so close I could almost touch it. And in those moments of amazement before touching down, I rediscovered my love. I am, in fact, not done with New York. Her beauty, excitement, and

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### MARK YOUR MARCH CALENDARS

- Mar 1 “‘Sure I Can Do That!’ How to Stretch Past Your Comfort Zone and Be Successful Once You Are There,” Women’s Issues SIG
  - Mar 8 SOLD OUT “Labor 101 – What Every HR Practitioner Should Know,” Labor Relations SIG
  - Mar 9 SOLD OUT “Strategic Human Resources: How to Earn a Seat at the Table,” Career Planning & Professional Development SIG
  - Mar 10 “Leveraging and Managing Military Veterans in the Workplace,” Diversity SIG
  - Mar 16 Chapter Meeting – “Annual Legal Update”
  - Mar 22 “How Successful Is Your Employee Assistance Program?” Benefits SIG
  - Mar 23 “Re-engaging Employees in the Face of Change,” Not-for-Profit SIG
  - Mar 24 “Business Immigration Update,” International SIG
  - Mar 29 “Learning & Talent Management Trends & Innovations,” Learning & Development SIG
- (See page 12 for our complete listing of upcoming events)

### Bridging Generational

*continued from page 1*

So based on the scores above, how well do you as a HR professional foster an environment based on trust? Ask yourself and your employees the following questions:

1. What is my level of integrity? Am I not only honest, but do I also act on my values? Am I concerned with the good of others, and not just of myself? Do I have the courage to do the right thing even if it may be difficult?
2. What is the motive behind the things I do? Do I care about others? Am I concerned with what is best for others as well as me? Does my behavior reflect my intentions?
3. Do I have the capabilities to perform with excellence? If not, how do I go about increasing my capabilities so people within the organization will feel comfortable working with me?
4. What are my contributions to the organization? Do I deliver the intended/expected results? If not, how do I enhance my deliverables so I'm seen as credible and, therefore, trustworthy?

People want to do business with people they trust, and this element is critical to developing both personal and professional relationships. The ability to build trust with bosses, co-workers, and customers can only enrich your bottom line.

– Stacey Jerrold, MBA, SPHR  
Assistant Treasurer HR/NY  
Certified Business Coach  
What's Keeping You Up At Night?  
[stacey@whatskeepingyouupatnight.com](mailto:stacey@whatskeepingyouupatnight.com)

– Mary Anne Walsh, EdD  
Executive Coach  
Partner Walsh Advisors, LLC  
[maryanne@WalshAdvisors.com](mailto:maryanne@WalshAdvisors.com)



## Join a Committee or SIG

Spring is a great time to move to the next level of Association membership. Volunteer your time and get more out of your HR/NY experience.

[CLICK HERE](https://www.hrny.org/what.html) (or go to <https://www.hrny.org/what.html>) to contact one or more of HR/NY's Committee or SIG Chairs and Co-Chairs.

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