

Family relationships and obligations, business dealings, food, medicine, social security, religion — all the personal, social, political contracts implicit in custom, sealed by an oath or a handshake, verbal or written down on paper in legal terms and with full protection of the law, that humans have lived with for millennia are, in the final analysis, based on trust.

Trust: the anticipation that each partner will live up to its side of an agreement, the anticipation that determines current behaviors in view of what is promised for the future.”
– Mihai Nadin

“Trust dies but mistrust blossoms.”
– Sophocles

“Trust is the first step to love.”
– Munshi Premchand

“Just trust yourself, then you will know how to live.”
– Johann Wolfgang von Goethe

“You must trust and believe in people, or life becomes impossible.”
– Anton Chekhov

“The best way to find out if you can trust somebody is to trust them.”
– Ernest Hemingway

“He who does not trust enough will not be trusted.”
– Lao Tzu

“The people when rightly and fully trusted will return the trust.”
– Abraham Lincoln

“Few things help an individual more than to place responsibility upon him, and to let him know that you trust him.”
– Booker T. Washington

“It is better to suffer wrong than to do it, and happier to be sometimes cheated than not to trust.”
– Samuel Johnson

“It is more shameful to distrust our friends than to be deceived by them.”
– Confucius

“Trust is only gained when one person risks and doesn’t get harmed. It grows as both people increasingly risk and don’t get harmed in the process.”
– Glen Williams

“It is mutual trust, even more than mutual interest, that holds human associations together.”
– H. L. Mencken

“Trust is earned.”

“Trust is built and maintained by many small actions over a long time.”

“Trust is not a matter of technique, tricks, or tools but of character.”

“Trust, but verify.”
– Proverb

honesty, integrity
transparency
pattern of behavior
sum of experiences
probability, reliability
safety, security

truth
trust

recognize
rely on, depend on, count on
believe, authorize
communicate, coordinate
agree
share

is

reputation

**an index of confidence
in a specific message,
its provenance,
and its sender**

also

**a disposition of the receiver
(a stance towards the world)
and**

relations

**a reflection of stability
both in an immediate context
and
the broader environment**

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Trust reduces uncertainty. Building trust is a role of leaders. It is an act of courage.

“Trust is a central dimension in the relation between human beings and technologies... it becomes possible to see that every technological development puts at stake what it means to be a human being... Using technologies, then, implies trusting ourselves to technologies... Trust then has the character of confidence...”
– Kiran and Verbeek

See: “Conversations for Action”
request
agree (promise or commit)
fulfill (deliver on the request)
accept (or counter)
– Winograd and Flores

See also: other methods for increasing confidence and self-correcting, e.g., the scientific method and machine learning

reciprocity
ren
responsibility

“Trust always relates to stability.”
– Humberto Maturana

See: implicit norms and explicit laws as back-up

See also: the prisoner’s dilemma and Nash equilibrium