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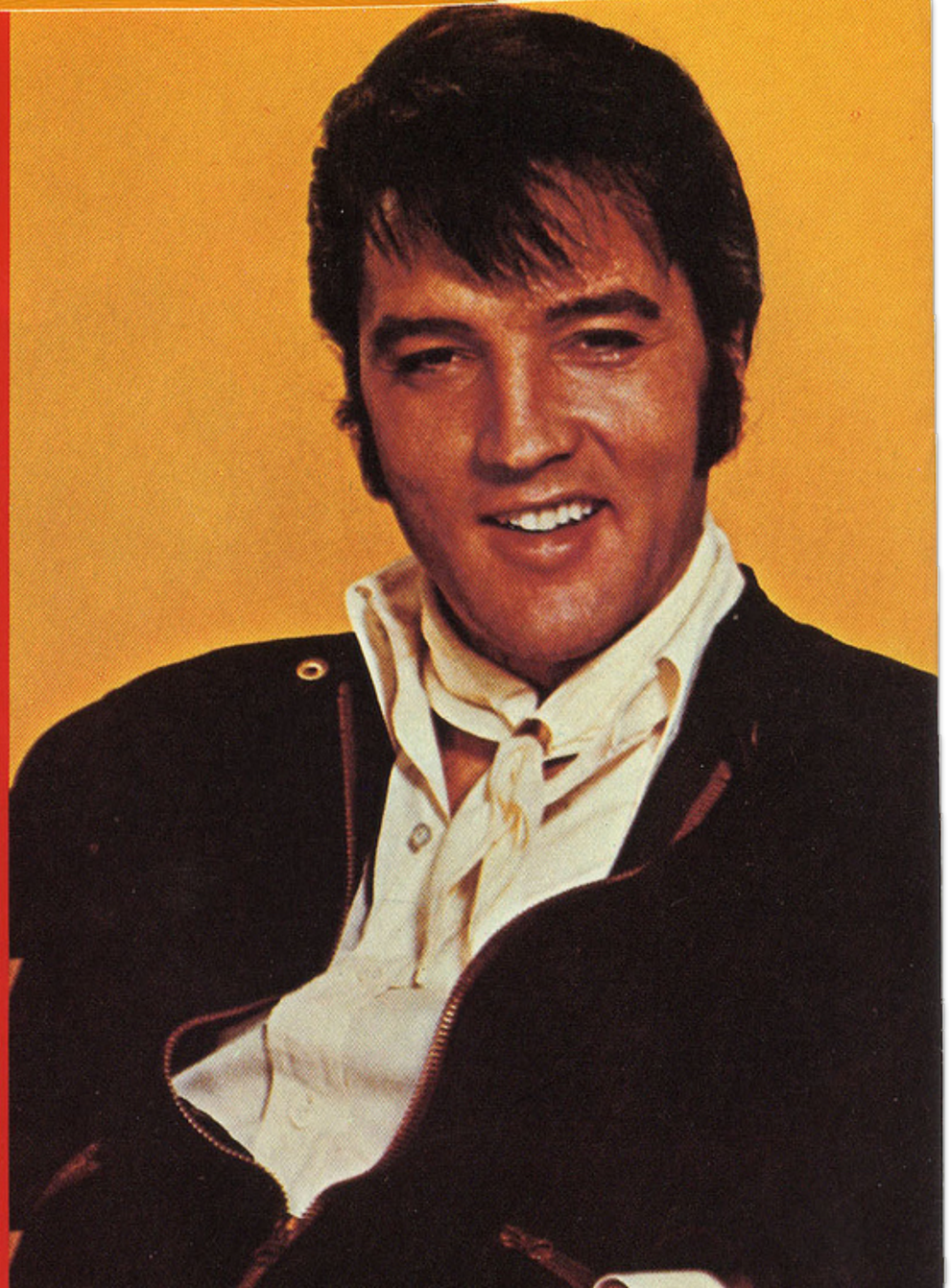
PB-13896

Building

TRUST

in an age of

SUSPICIOUS MINDS



TRUST ME!

“Trust is choosing to risk making something you value vulnerable to another person’s actions.

~ Charles Feltman

“Trust is **choosing to risk** making something you value vulnerable to another person’s actions.

~ Charles Feltman

“Trust is choosing to risk making **something you value** vulnerable to another person’s actions.

~ Charles Feltman

“Trust is choosing to risk making something you value **vulnerable to another person’s actions**.

~ Charles Feltman

“Trust is choosing to risk making something you value vulnerable to another person’s actions.

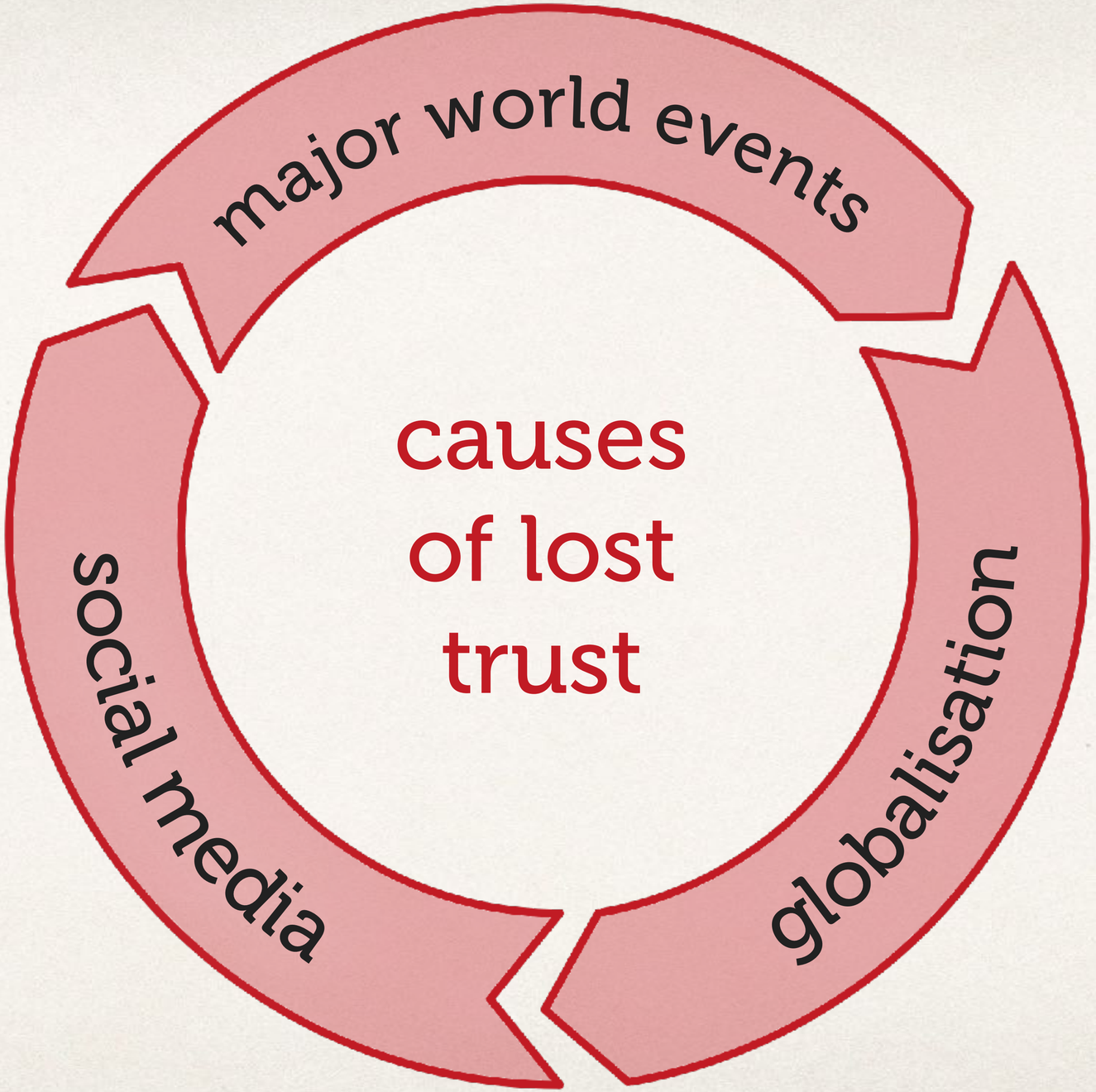
~ Charles Feltman

“I just don’t trust them.

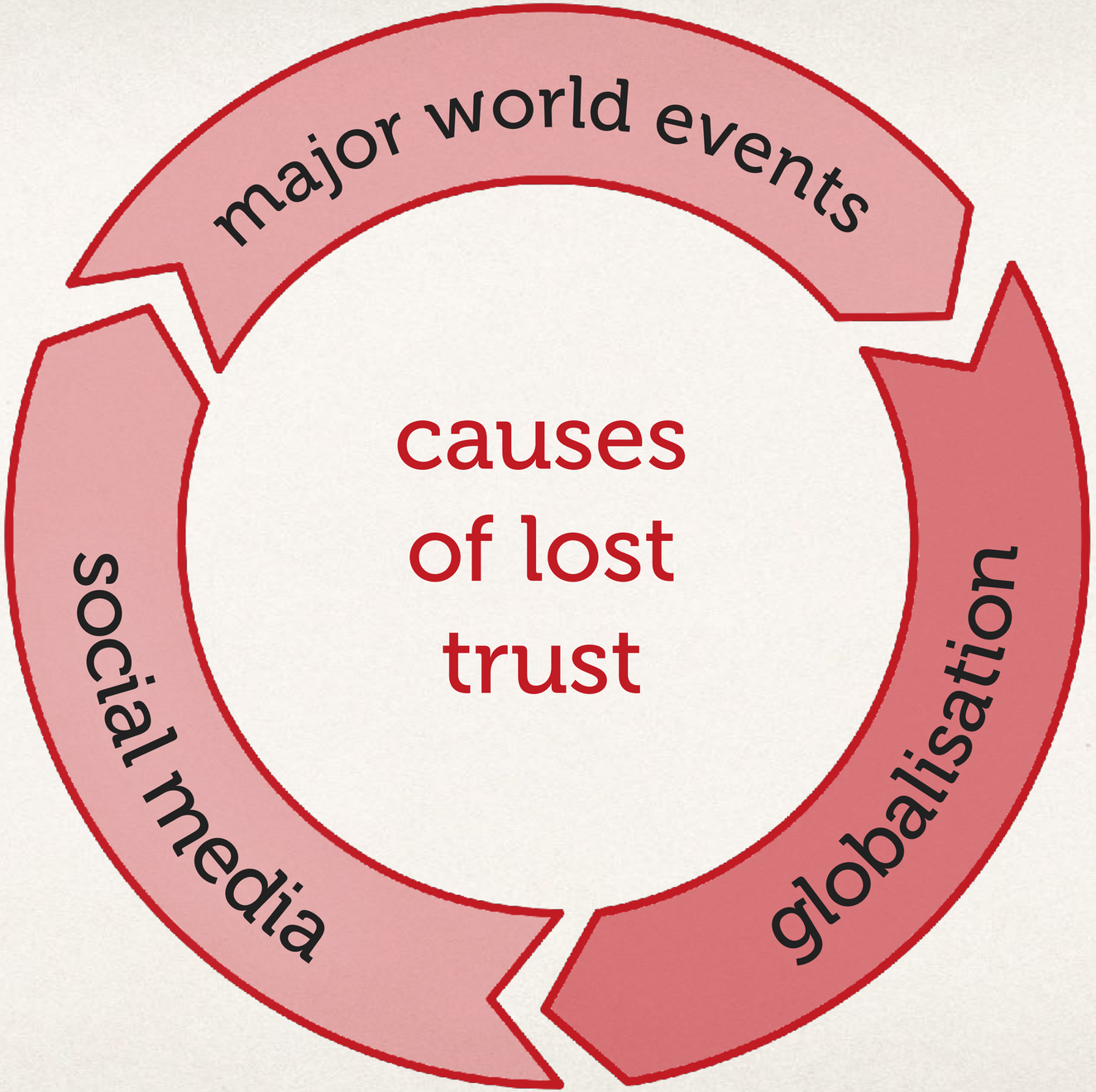
“I really trust them!

What is the state of trust?

Photo: Pixabay, CC0


major world events
globalisation
social media
causes
of lost
trust

major world events
causes
of lost
trust
globalisation
social media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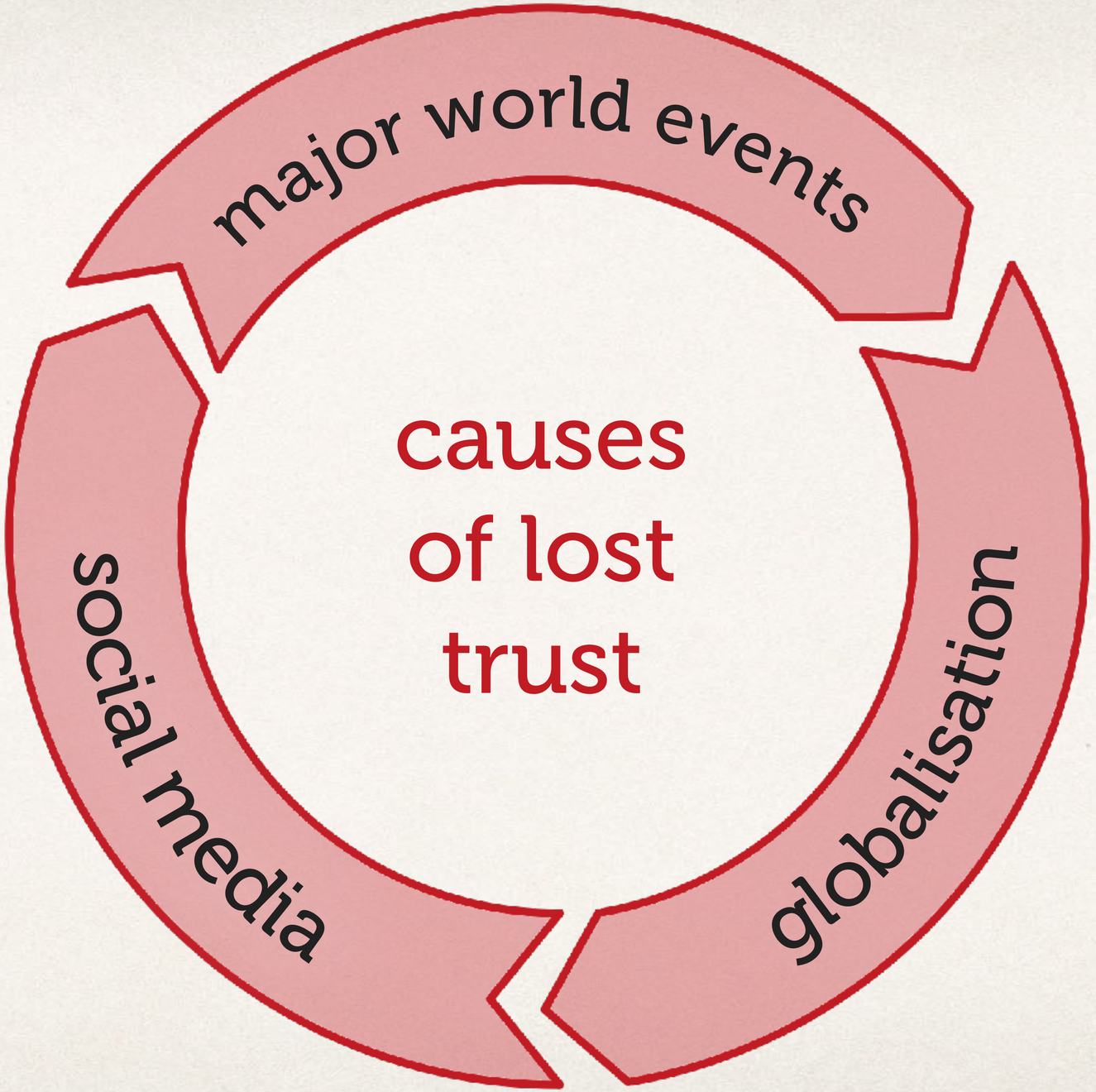
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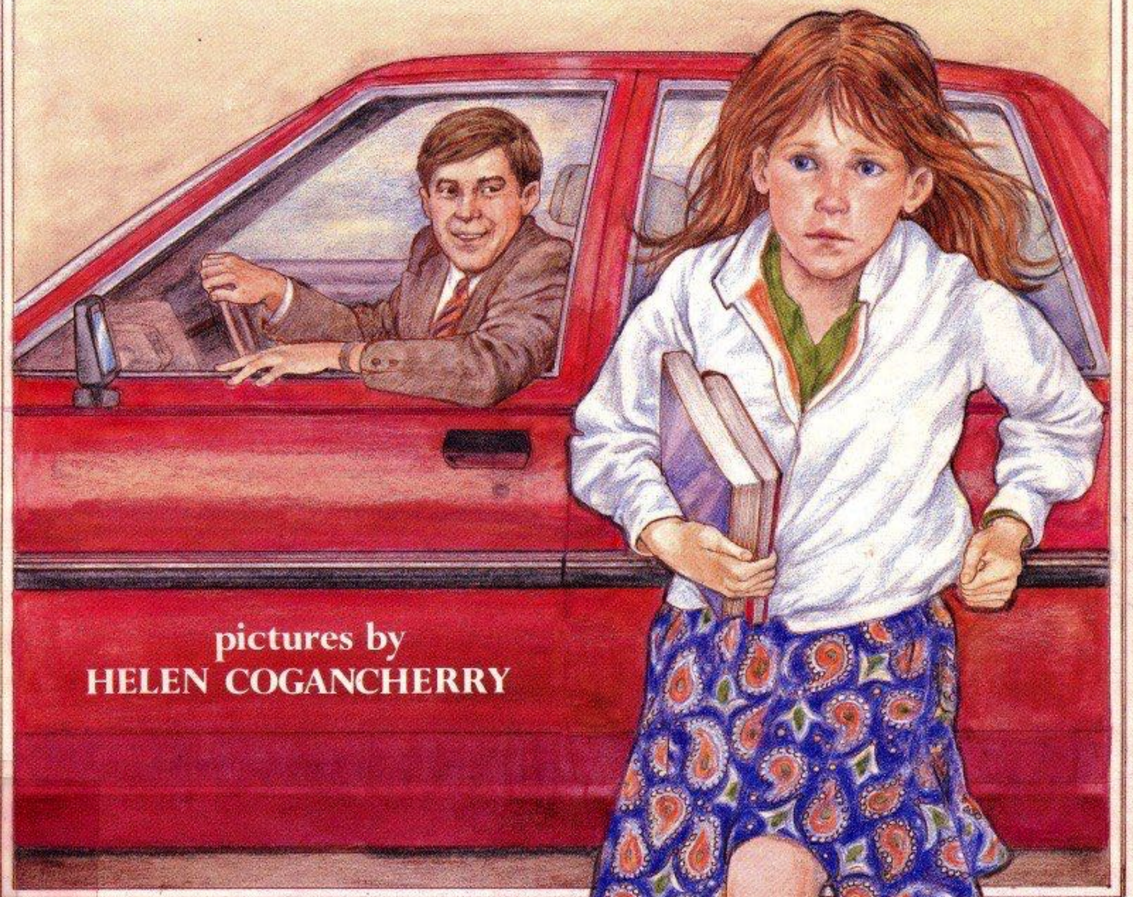
Who Is a Stranger and What Should I Do?

LINDA WALVOORD GIRARD

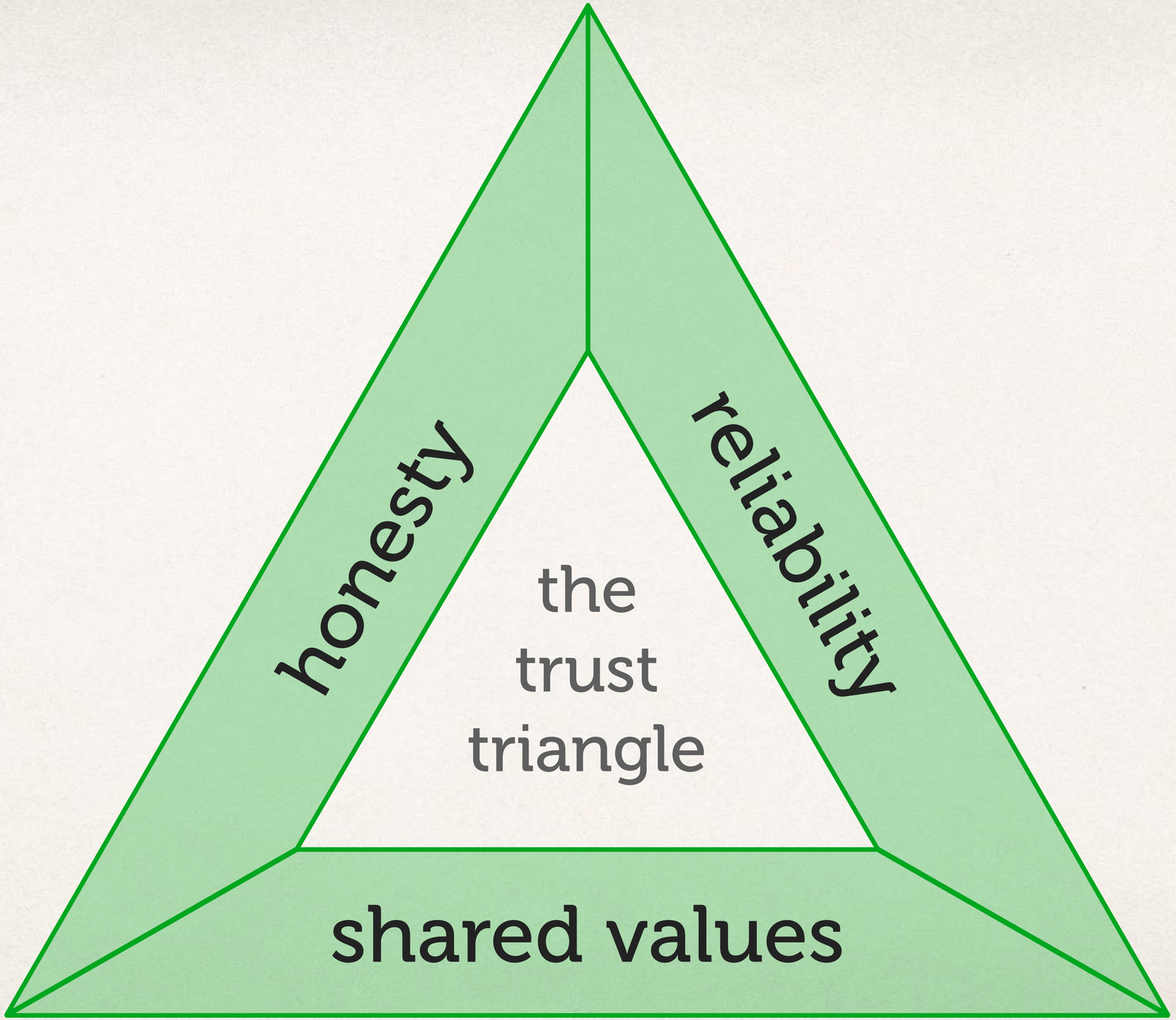


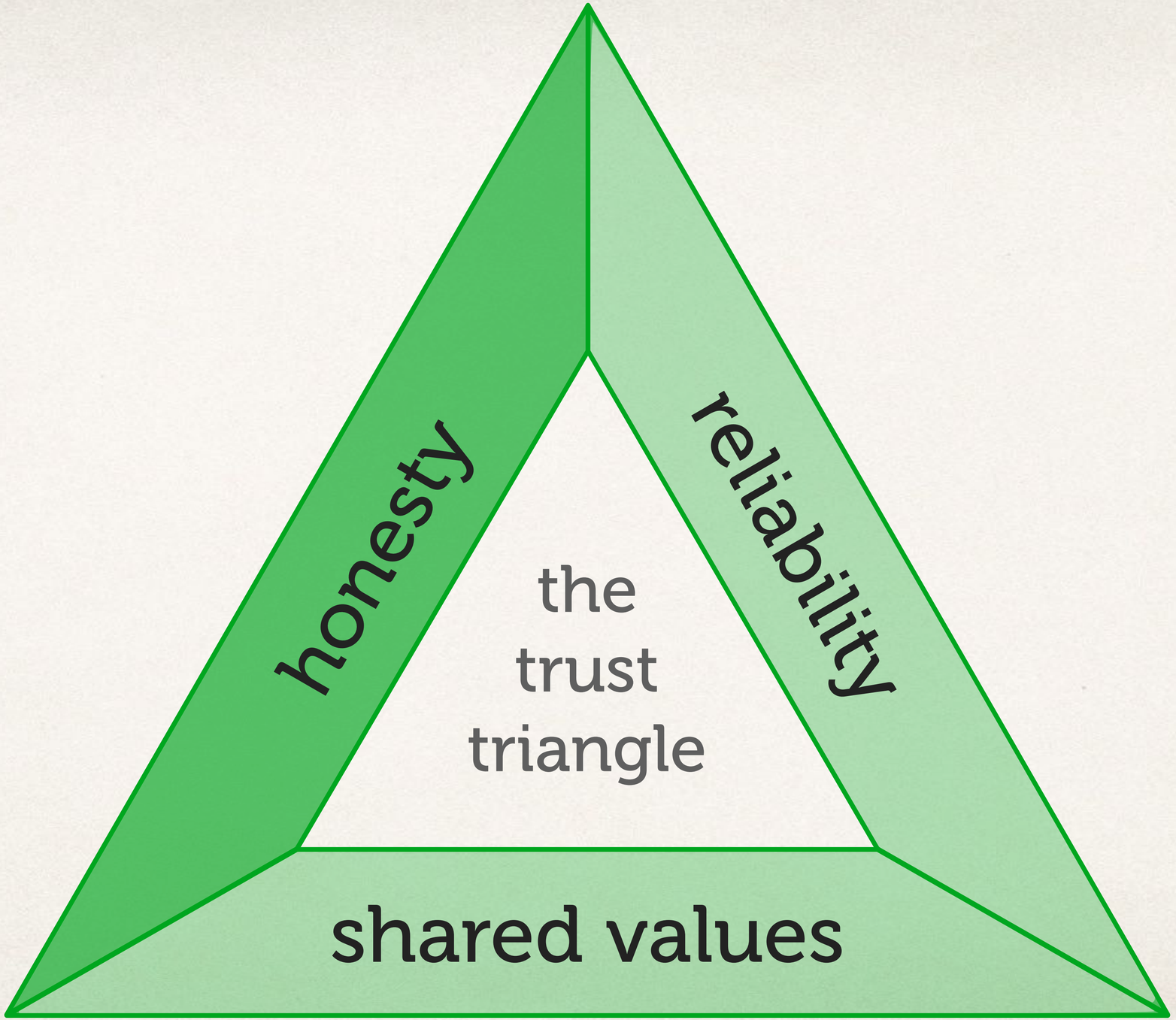
pictures by
HELEN COGANCHERRY

This isn’t
an accident.

How do you build trust?

Trust is built **incrementally**.


honesty
reliability
the
trust
triangle
shared values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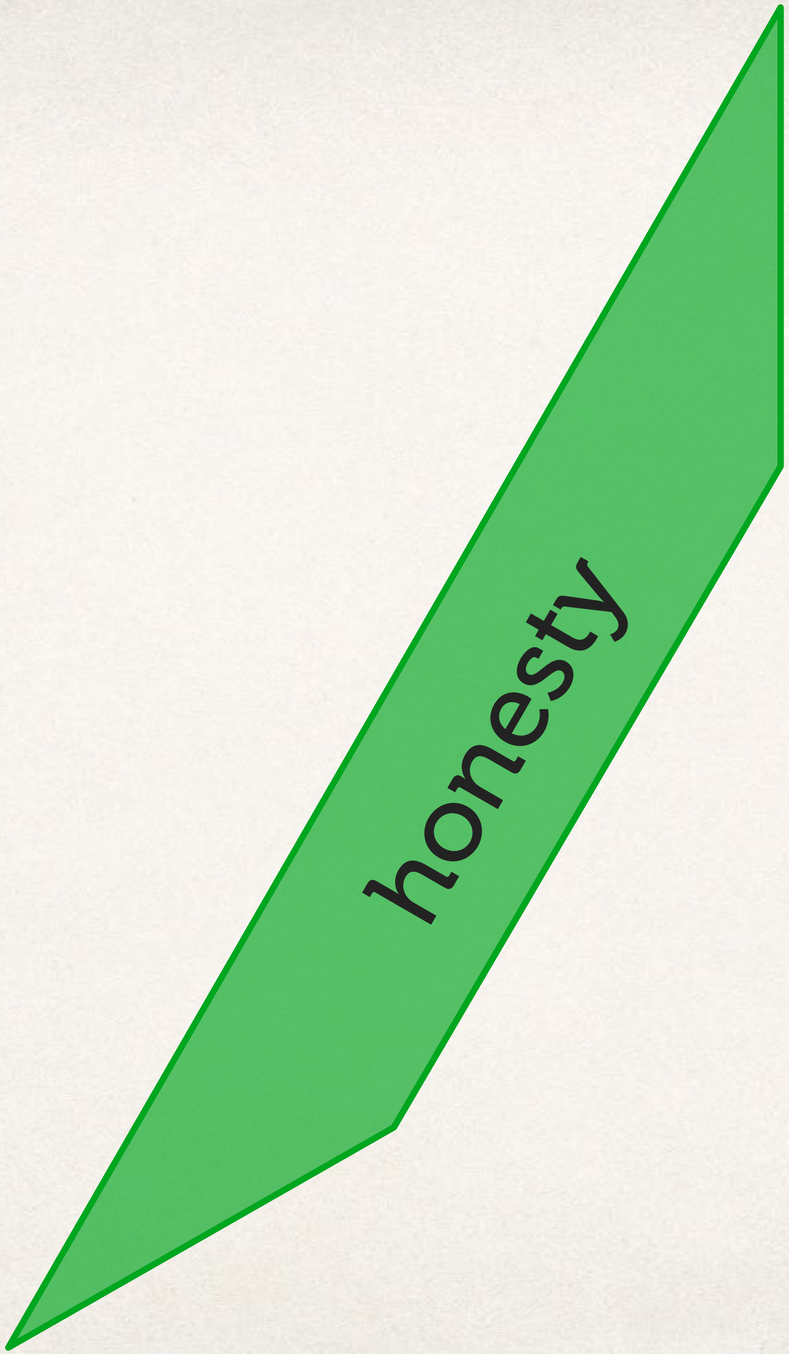
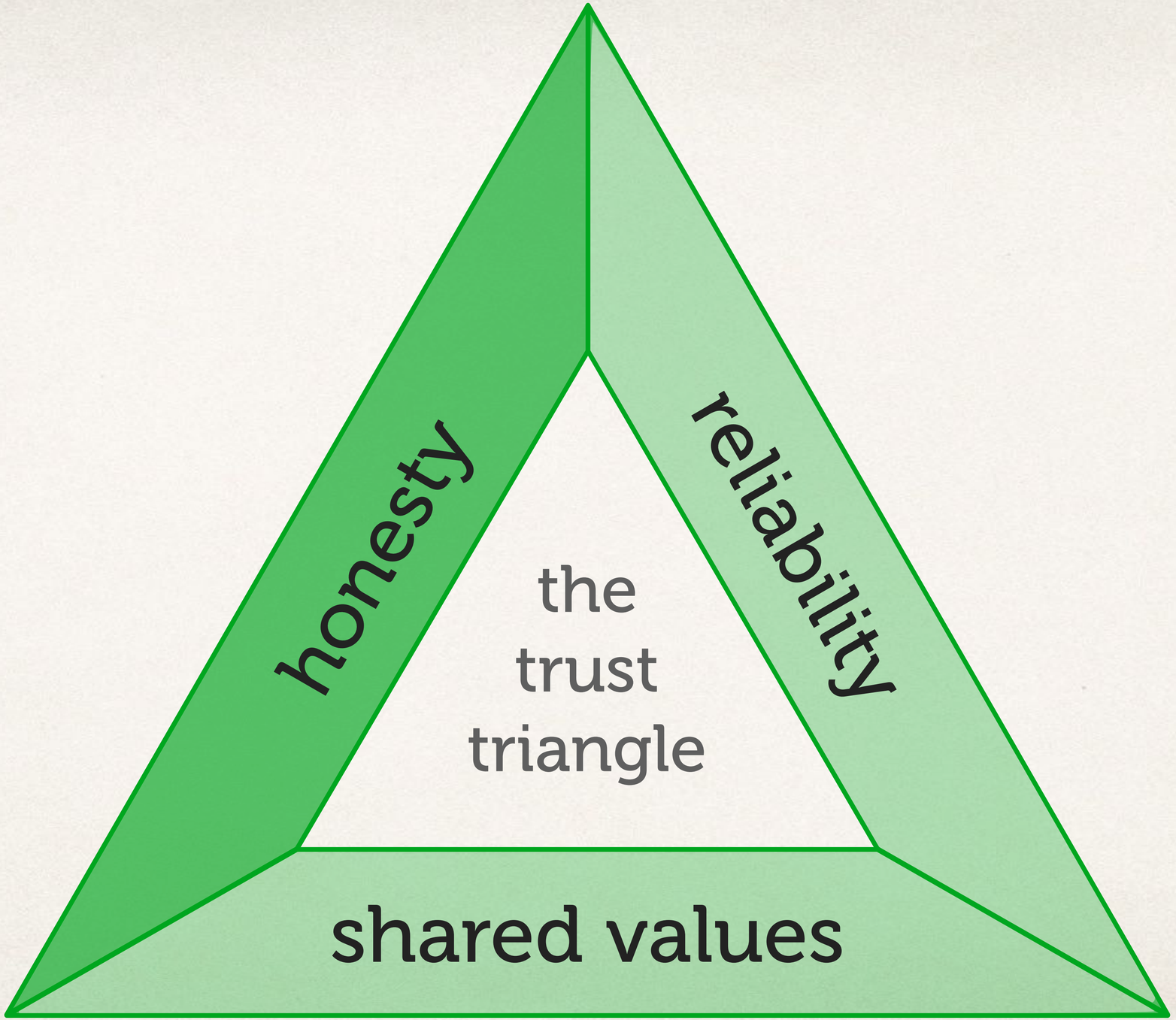


truthfulness

sincerity

transparency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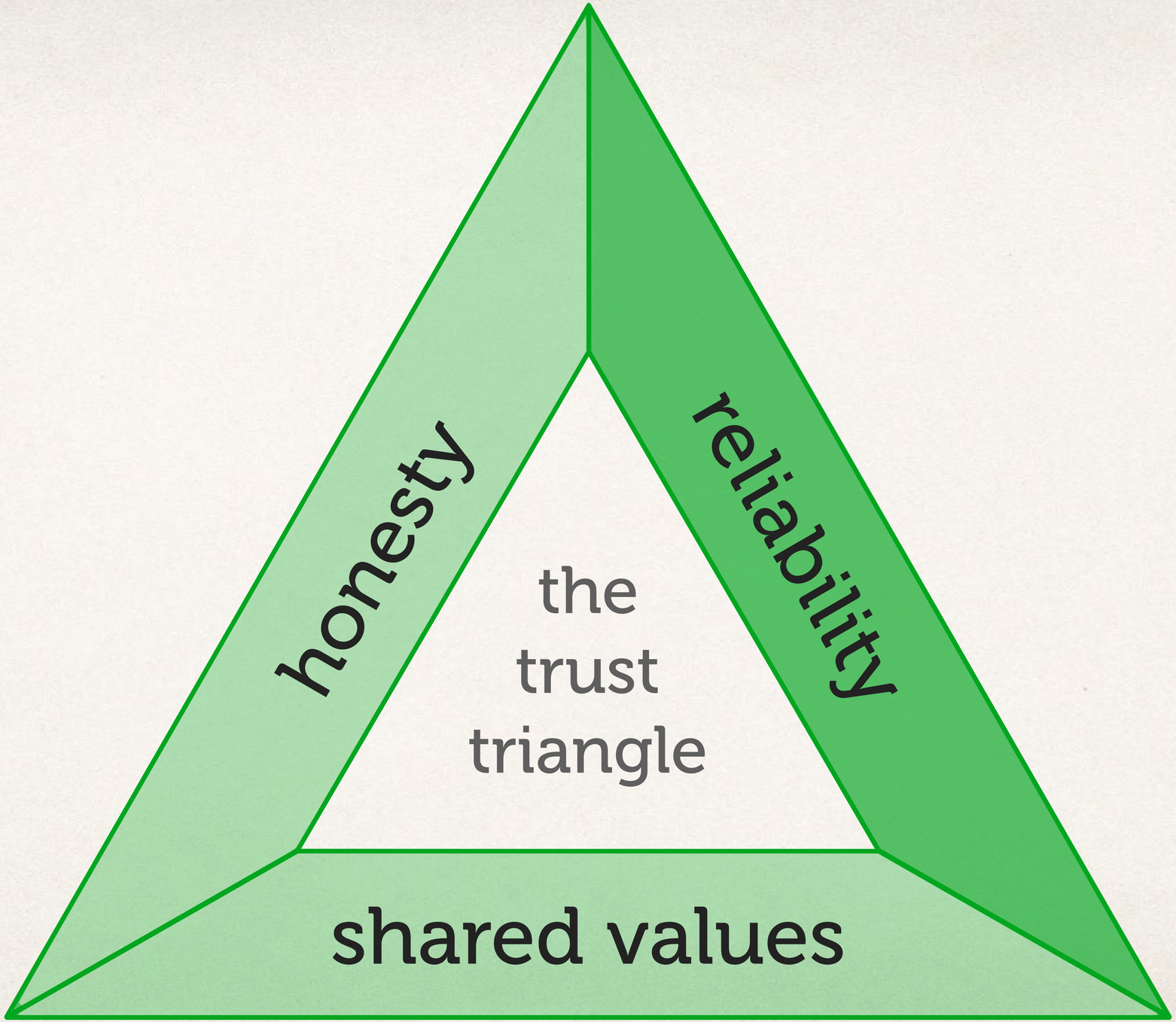
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the
trust
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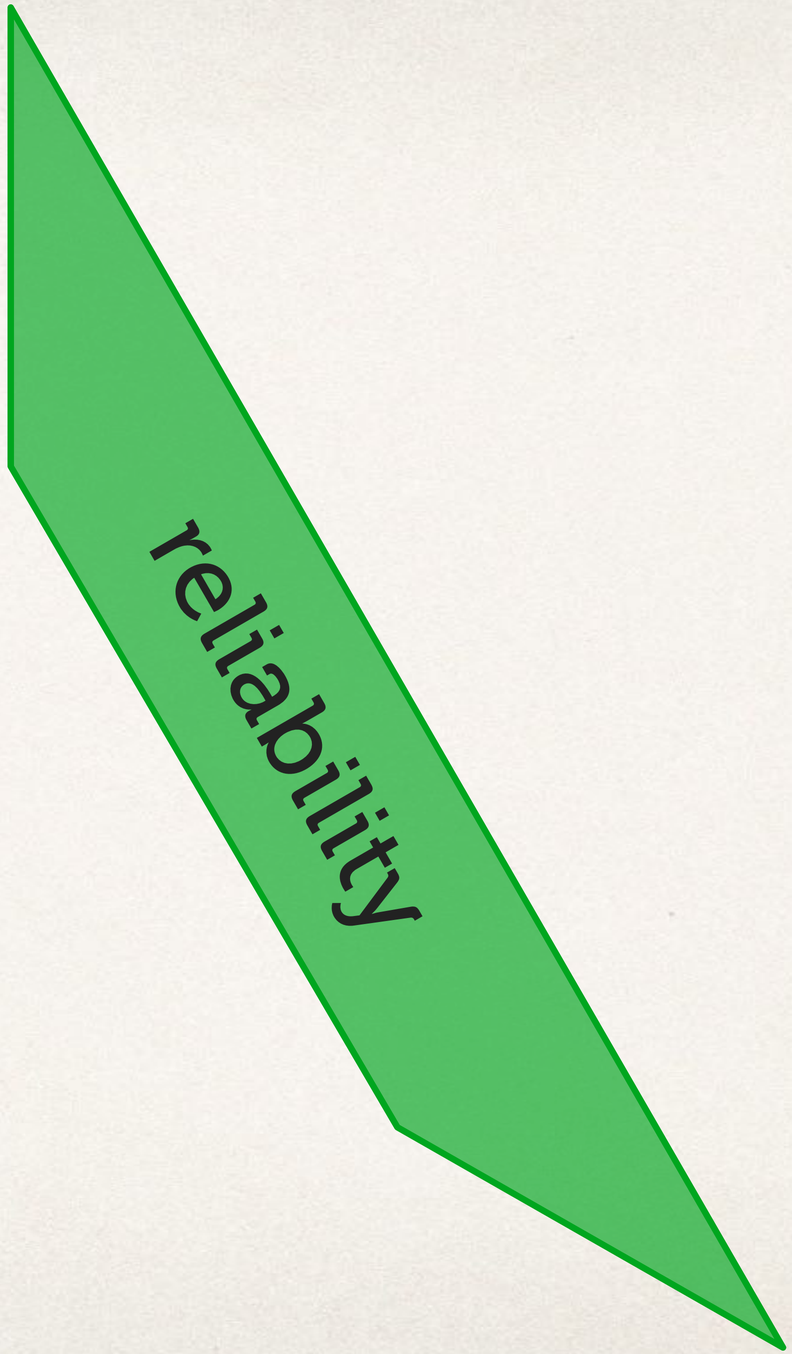
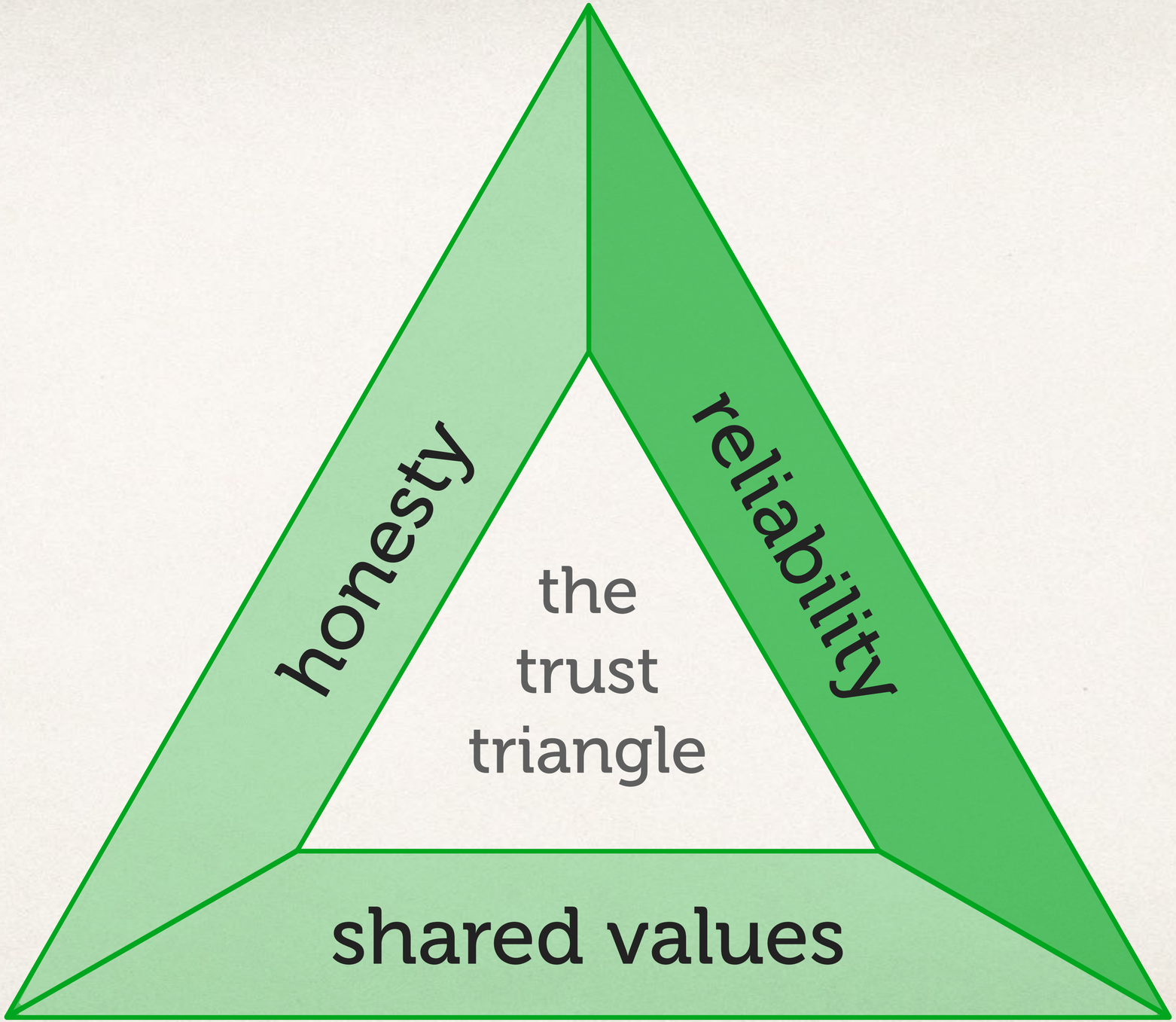
shared values

keeping your promises

consistency

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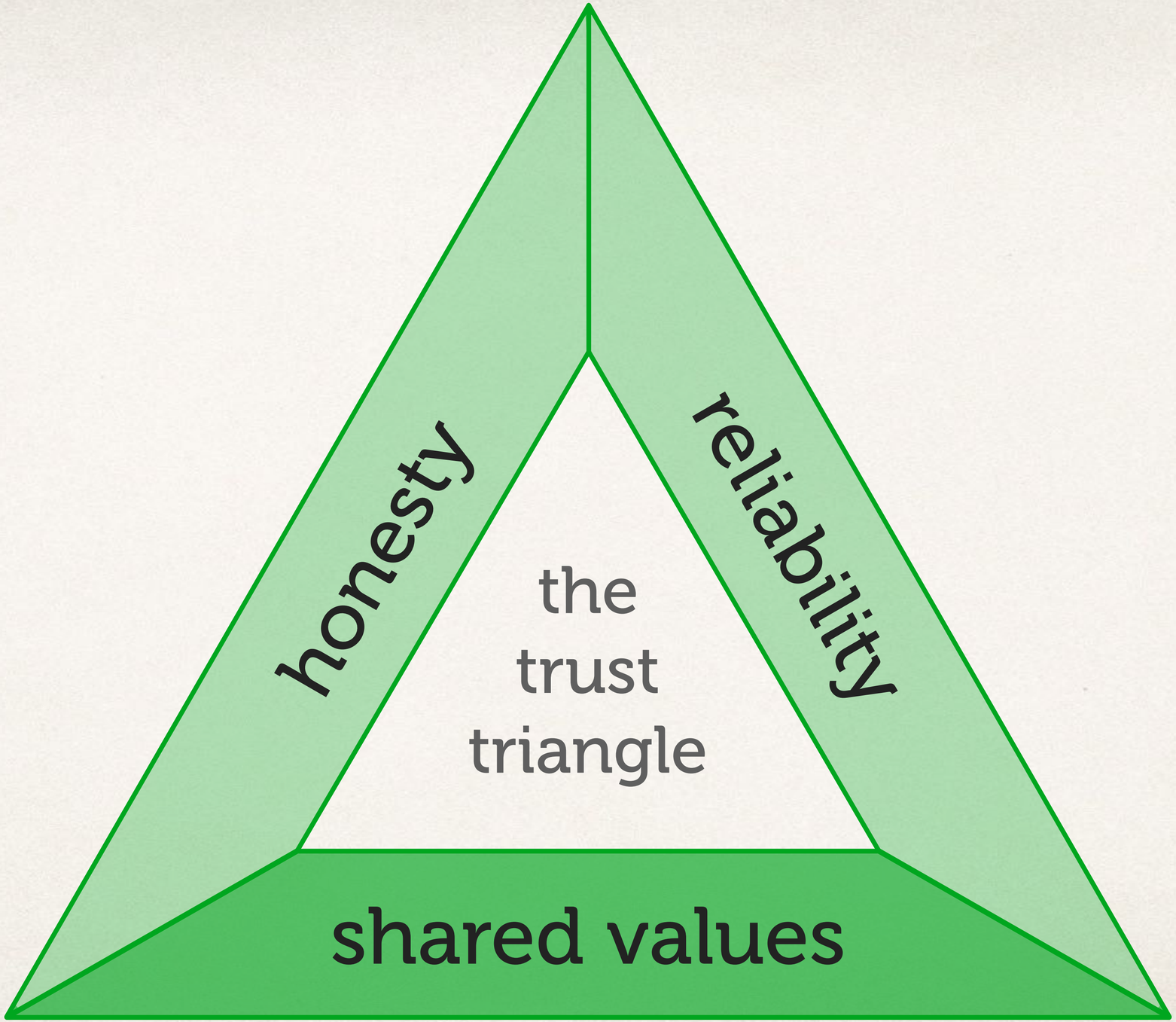
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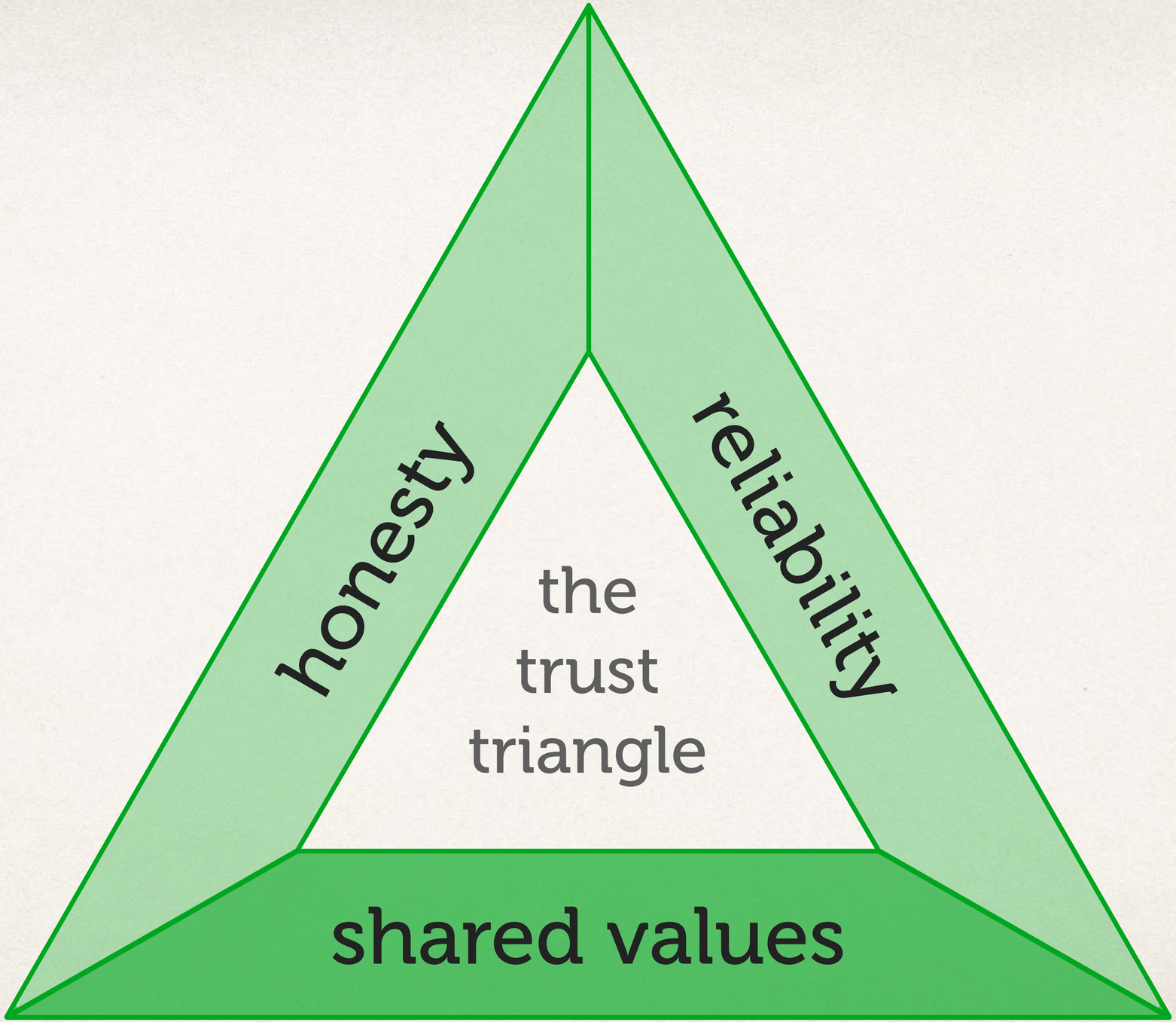
common goals

values

beliefs

understanding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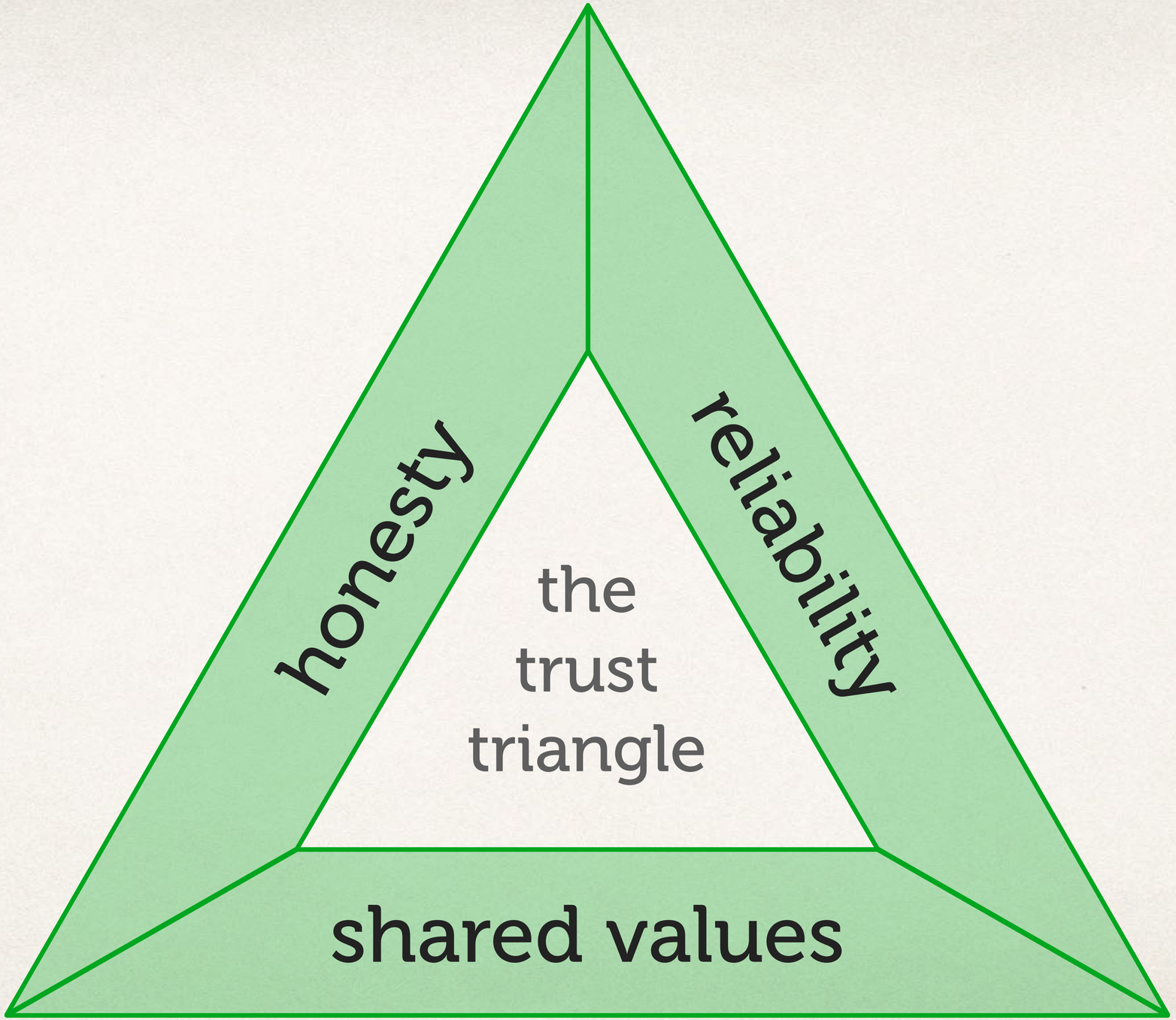
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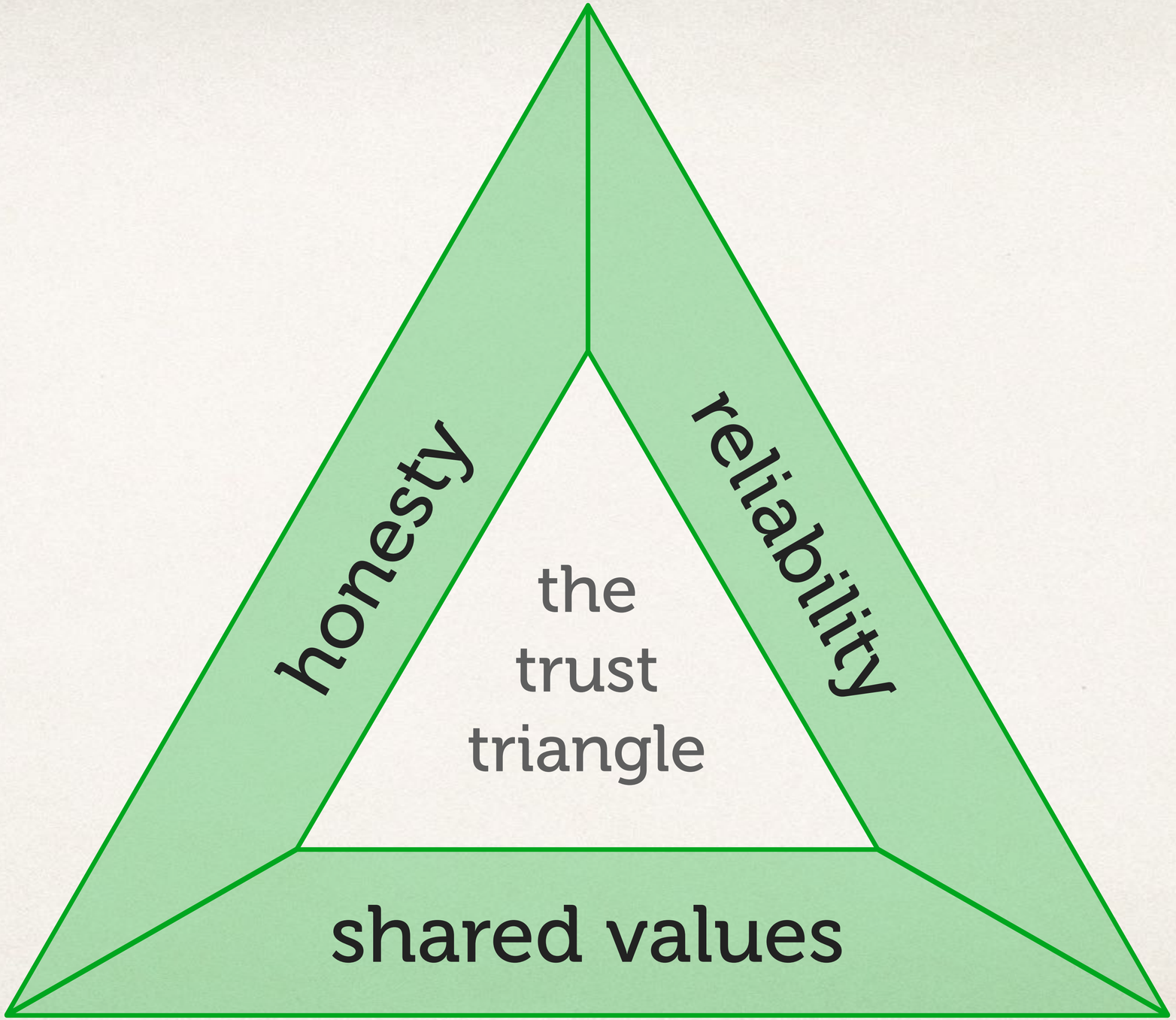
How can you build trust?

Be a role model
for others to follow

Monitoring and check-ins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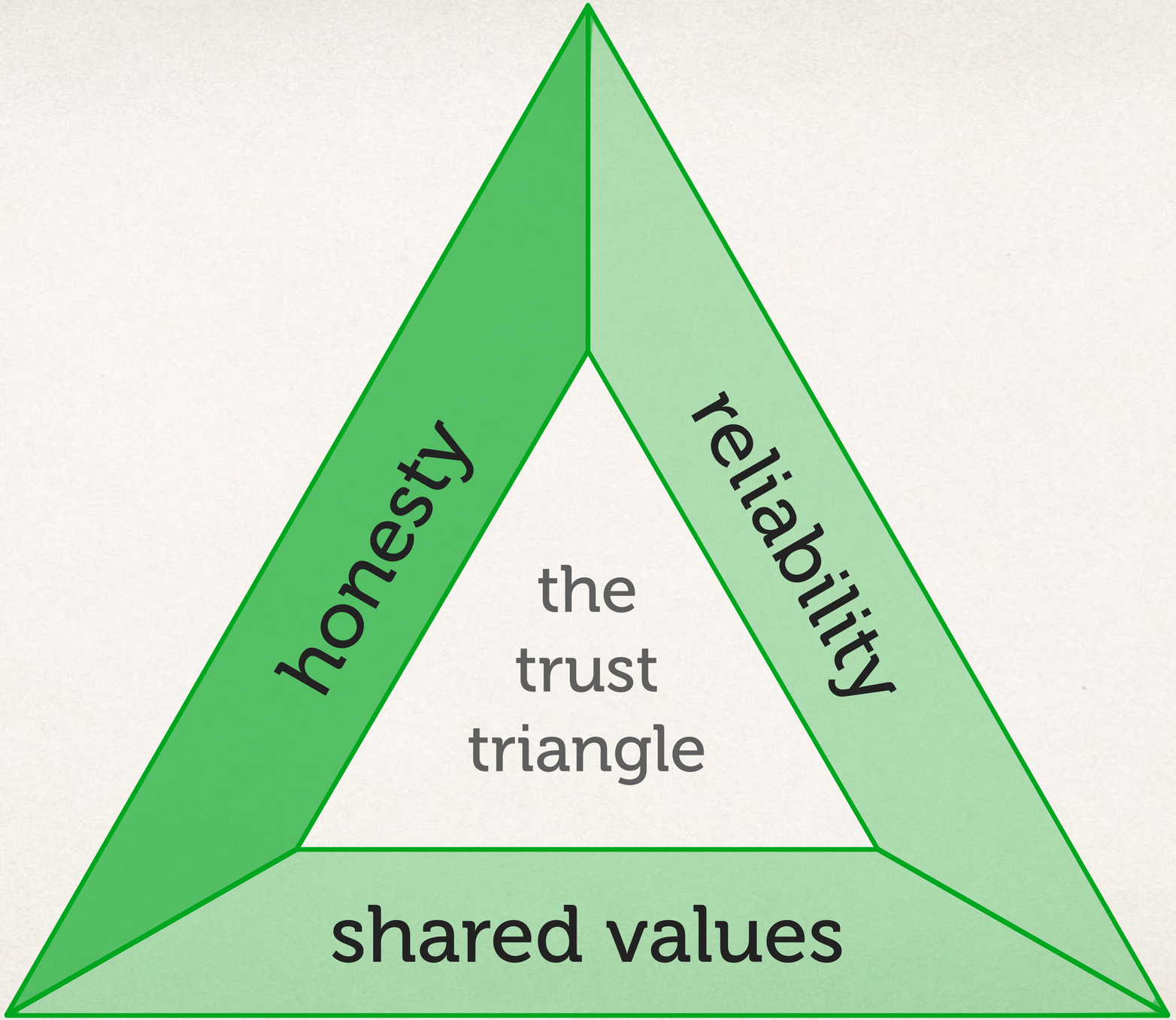
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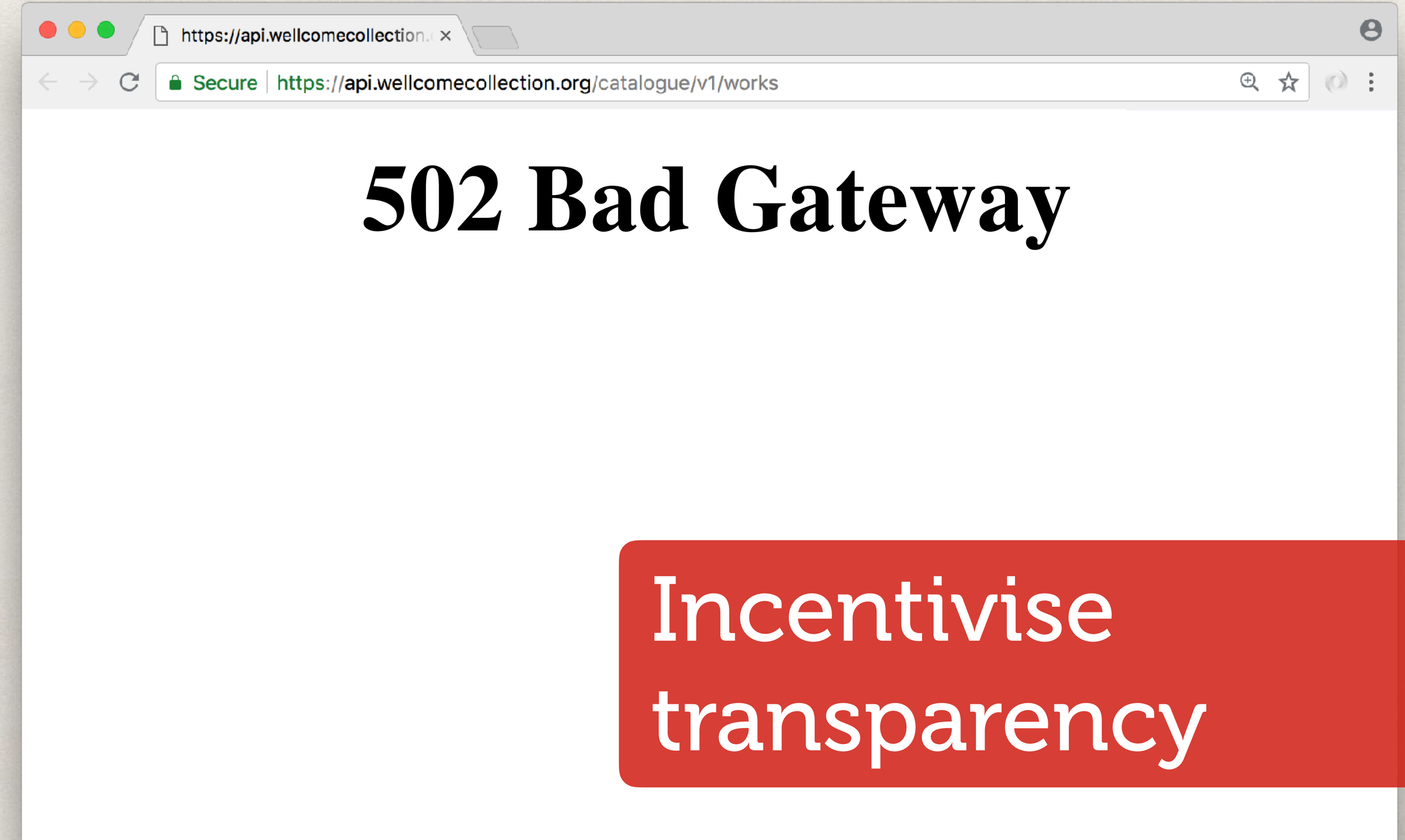
Let’s add your ID

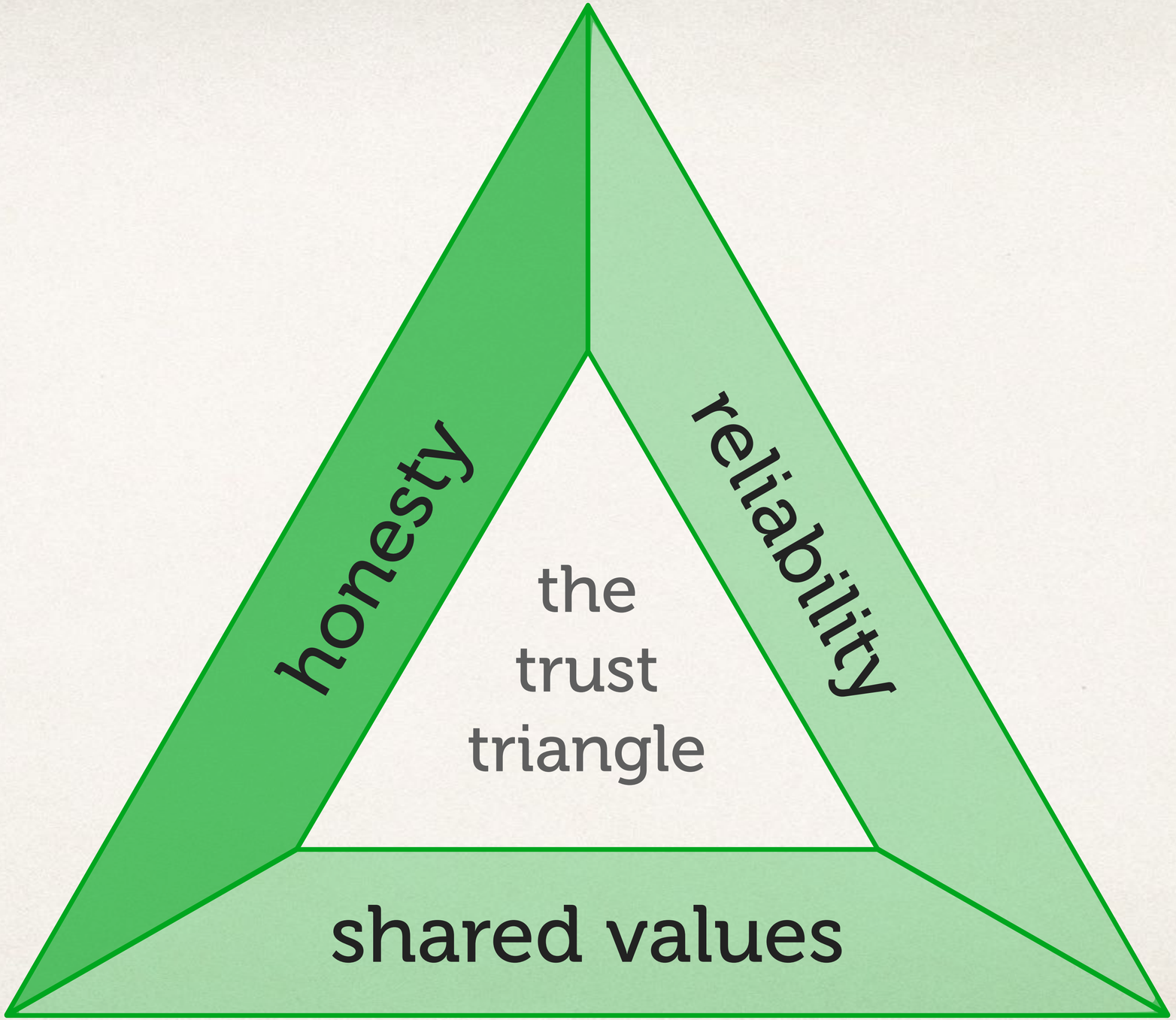
A government ID helps us check that you’re really you. It also helps us keep Airbnb secure, fight fraud, and more.
How does this work?

After adding a photo of your ID, we’ll then quickly match the picture in your ID with a new photo you’ll take of yourself.

Your ID will never be shared with a host.



Incentivise transparency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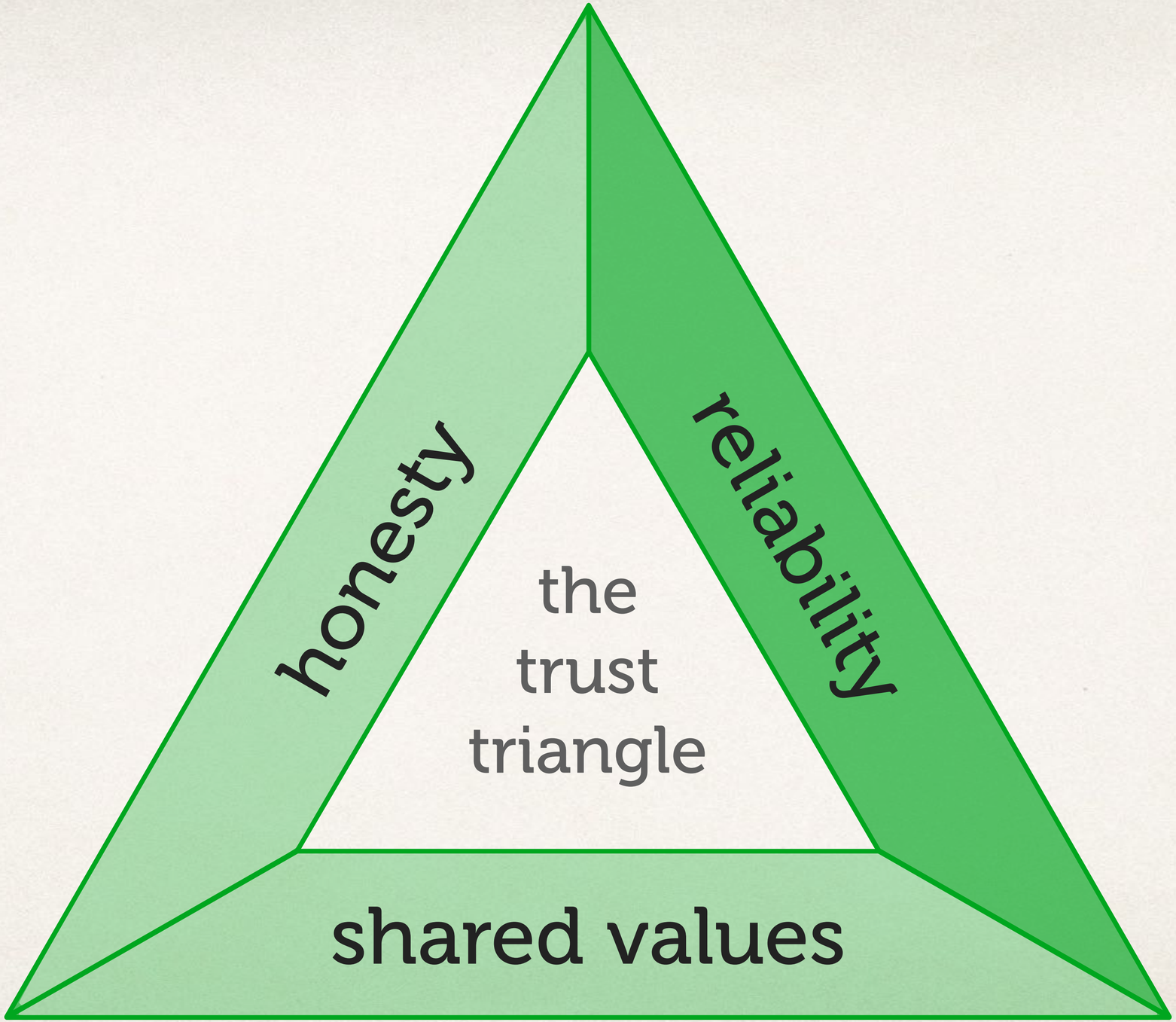
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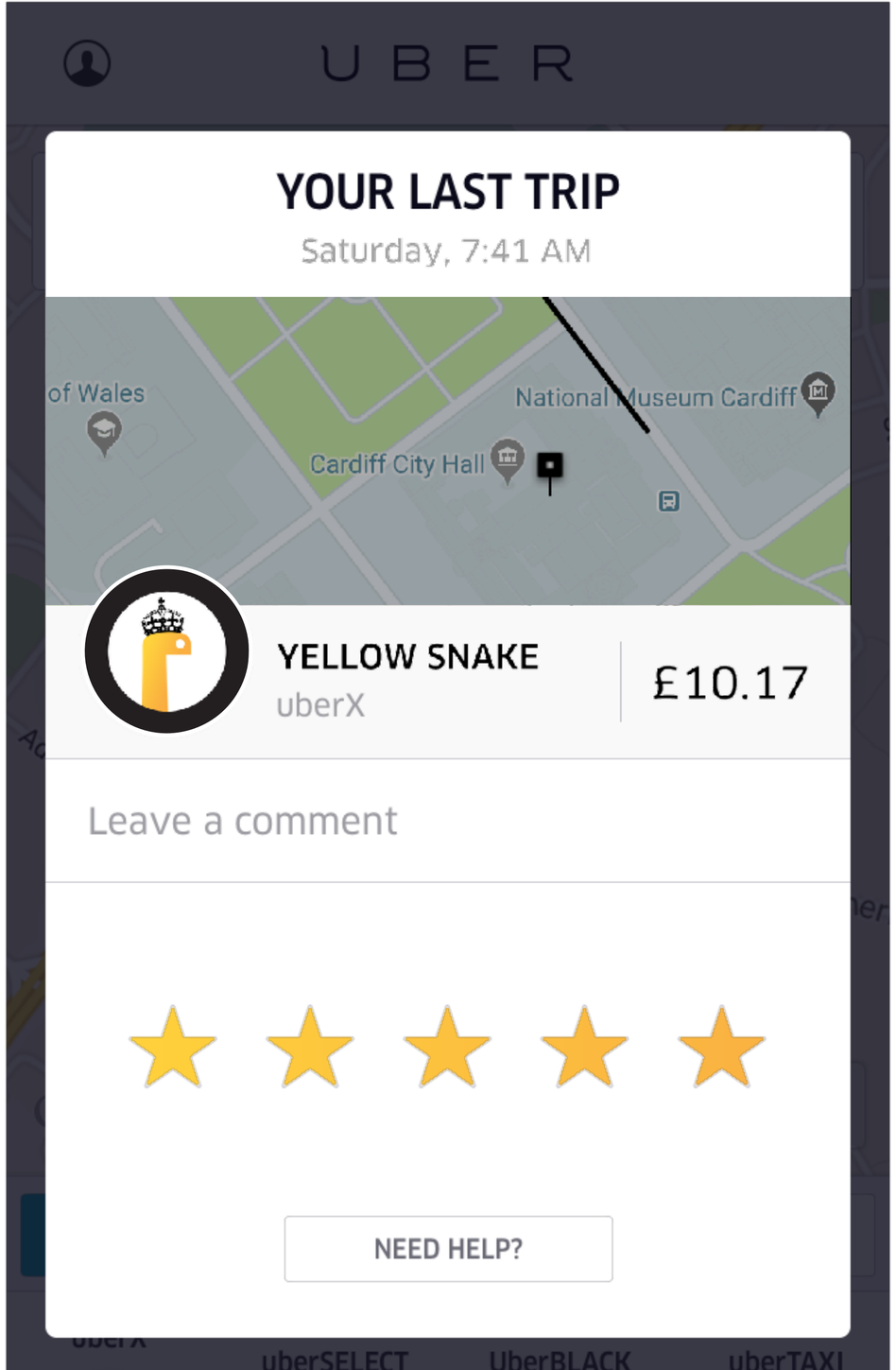
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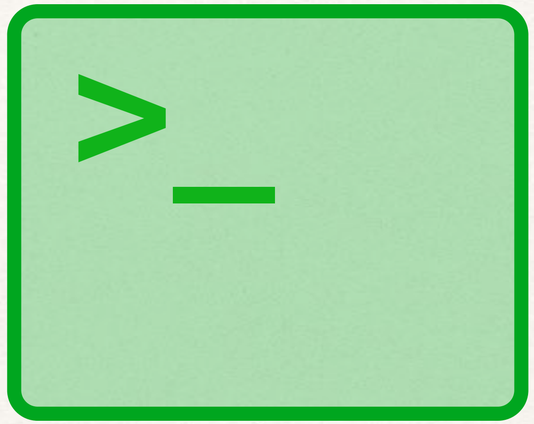

testing

automation

code review

continuous integration

documentation

compiler checks

type systems

property-based tests

formal correctness

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Bich Tran,
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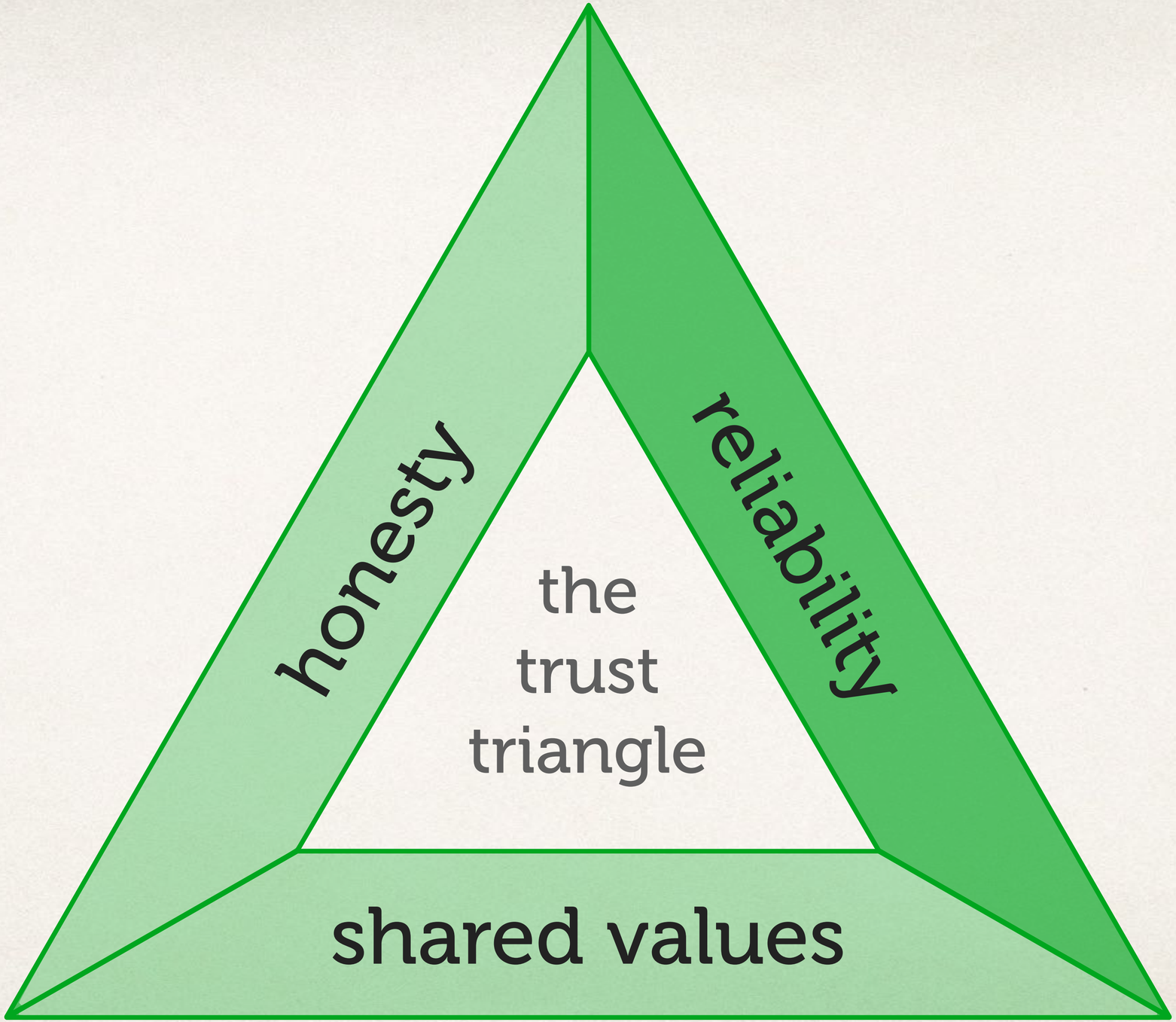
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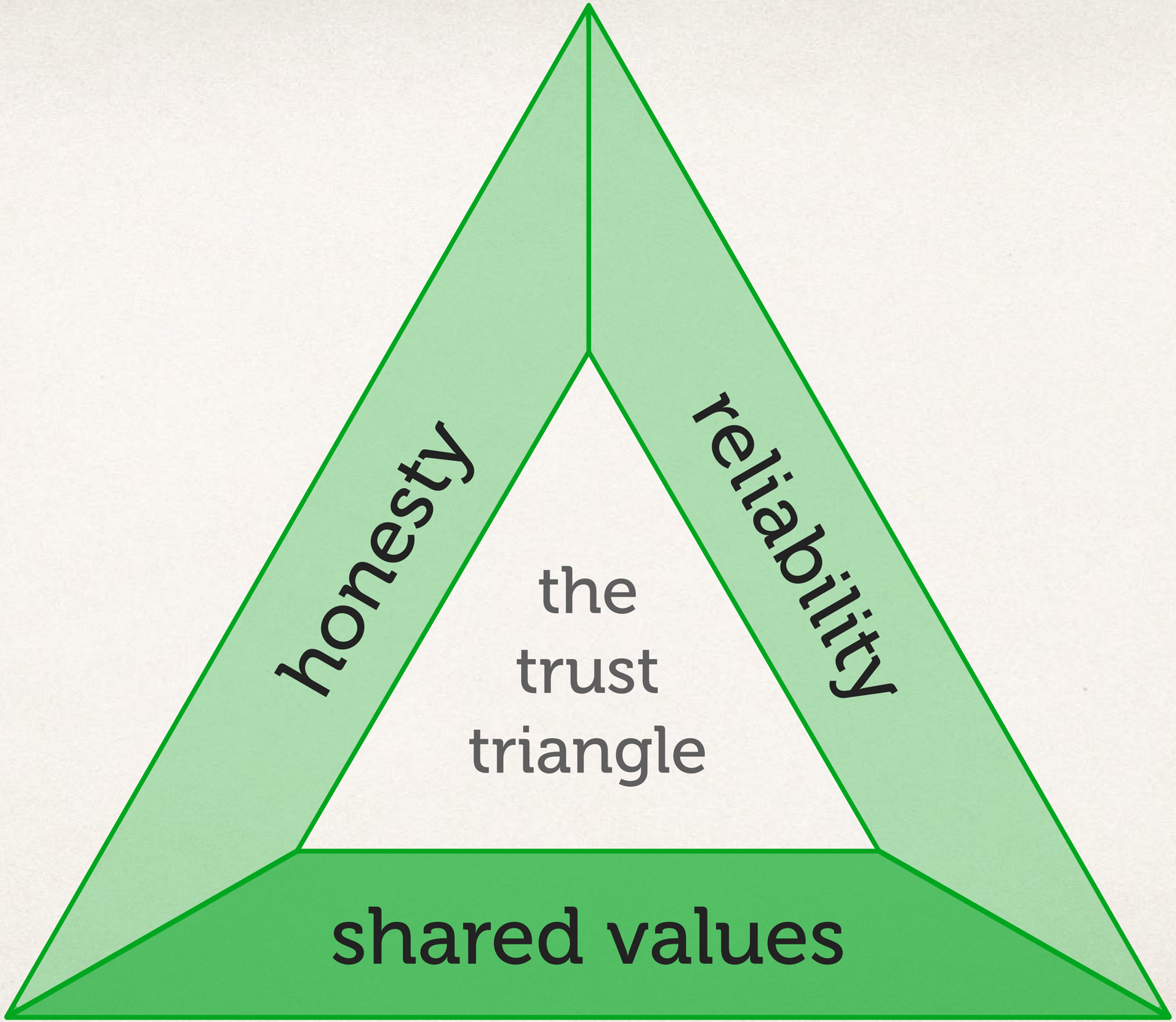
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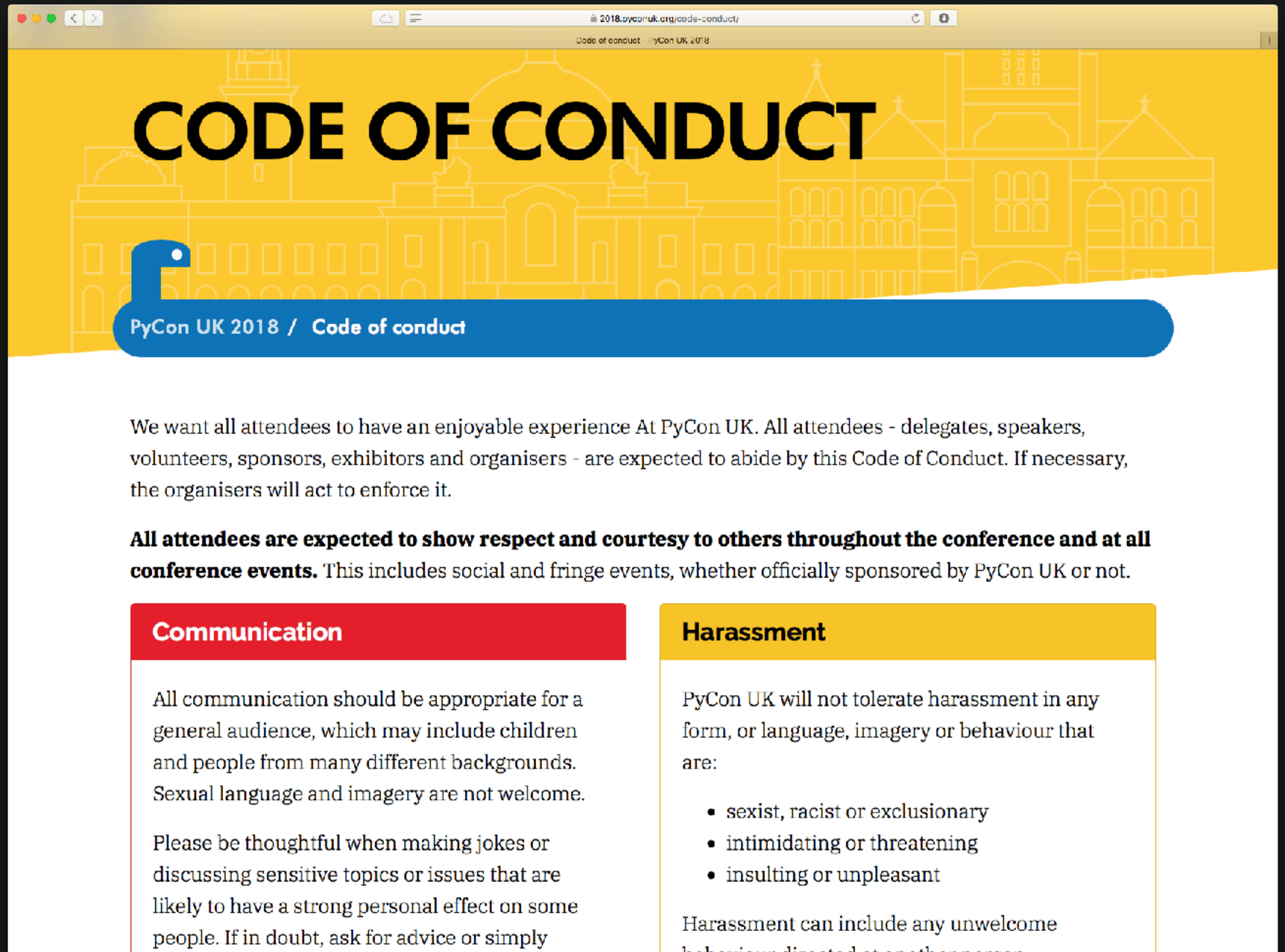
> Explicit is better than implicit.

~ The Zen of Python



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All attendees are expected to show respect and courtesy to others throughout the conference and at all conference events. This includes social and fringe events, whether officially sponsored by PyCon UK or not.

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All communication should be appropriate for a general audience, which may include children and people from many different backgrounds. Sexual language and imagery are not welcome.

Please be thoughtful when making jokes or discussing sensitive topics or issues that are likely to have a strong personal effect on some people. If in doubt, ask for advice or simply

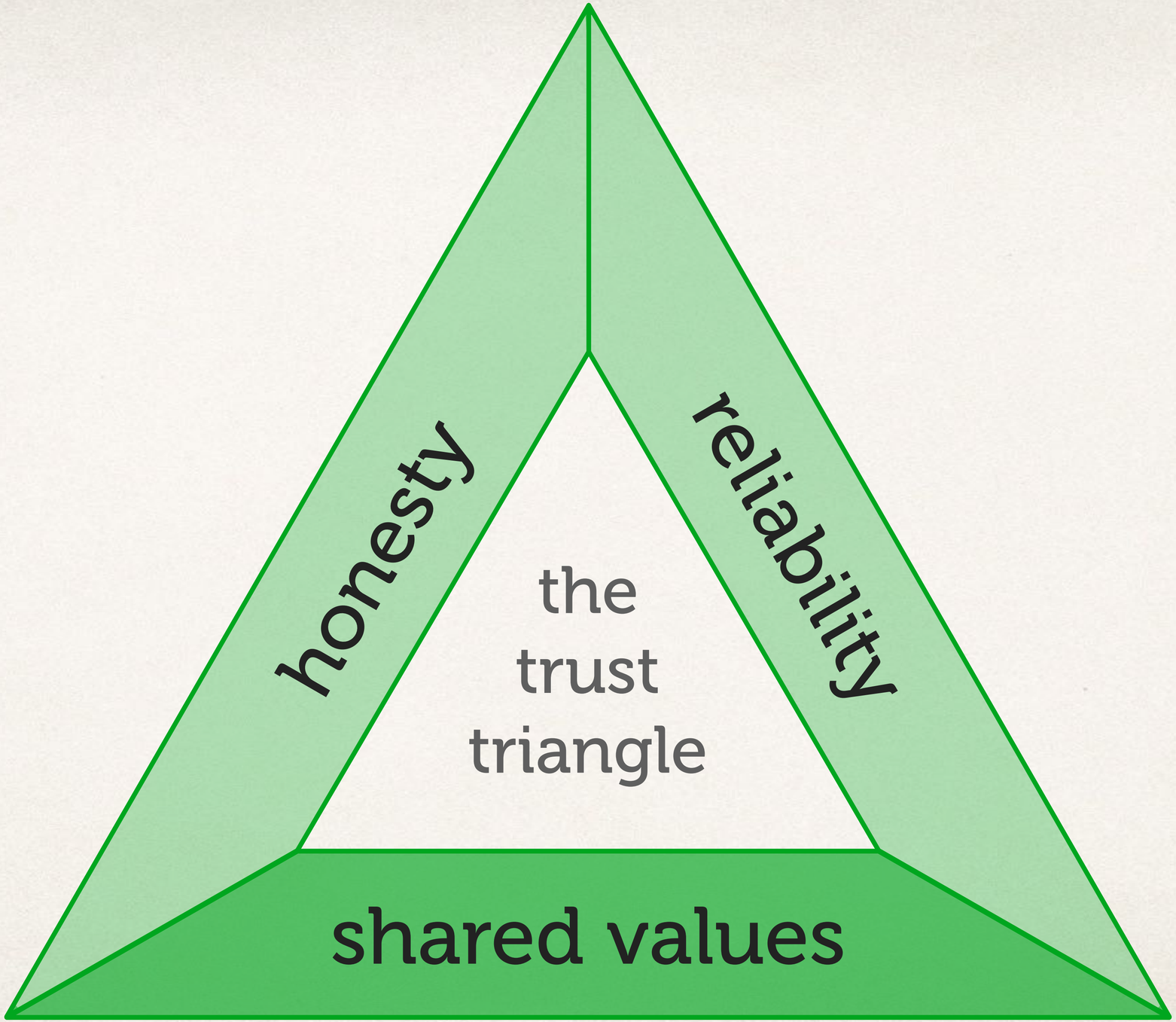
Harassment

PyCon UK will not tolerate harassment in any form, or language, imagery or behaviour that are:

- sexist, racist or exclusionary
- intimidating or threatening
- insulting or unpleasant

Harassment can include any unwelcome

PyCon UK will not tolerate harassment in any form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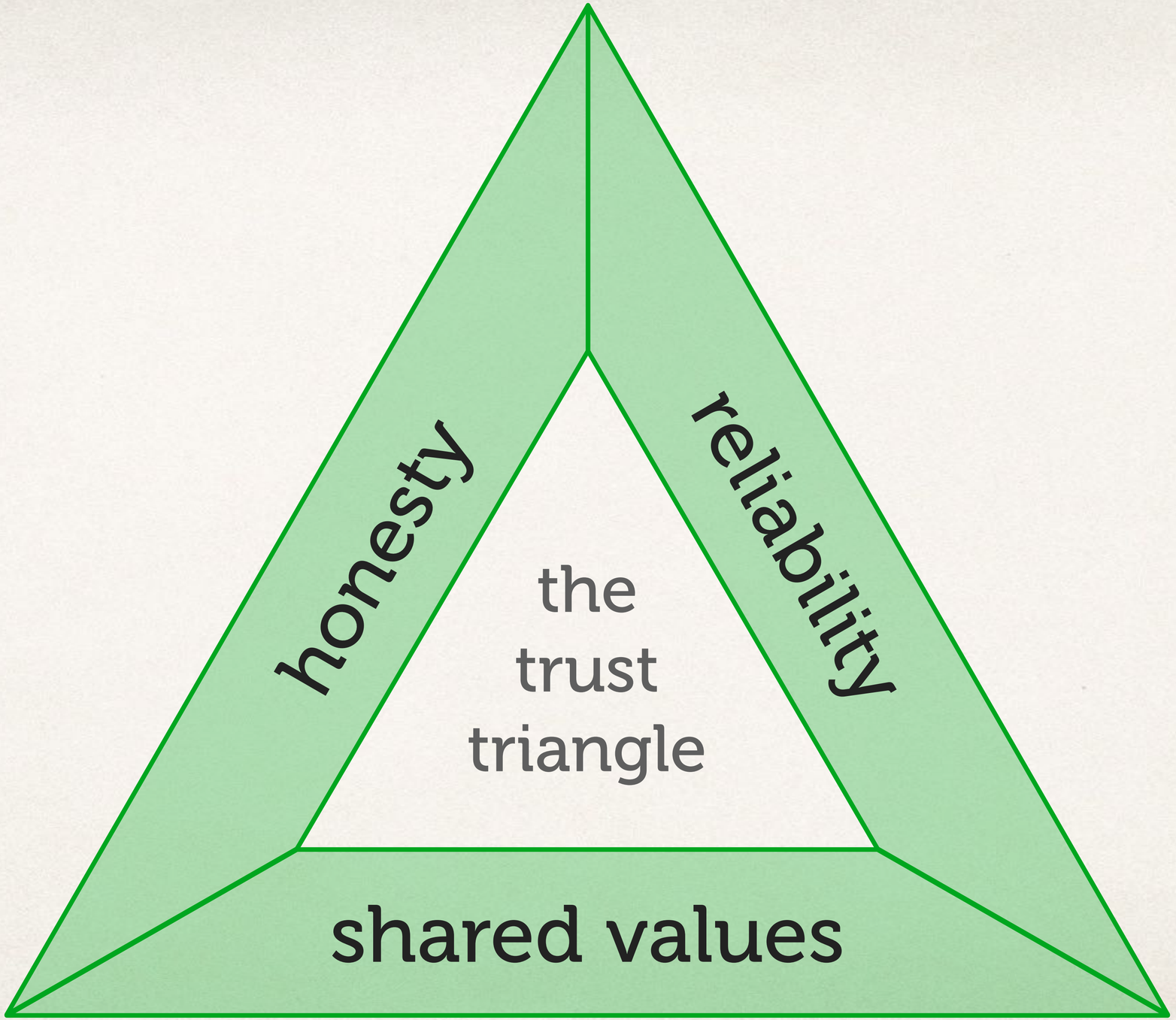
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How can you build trust?

How can you (re)build trust?

What if it all goes wrong?

Trust is built
incrementally
but destroyed
incidentally.

Photo: pxhere.com, CC0

How to fix a loss of trust:

1. Find the cause: what went wrong?
2. Articulate the issue
3. Give explicit, actionable steps to resolve

Photo: pxhere.com, CC0

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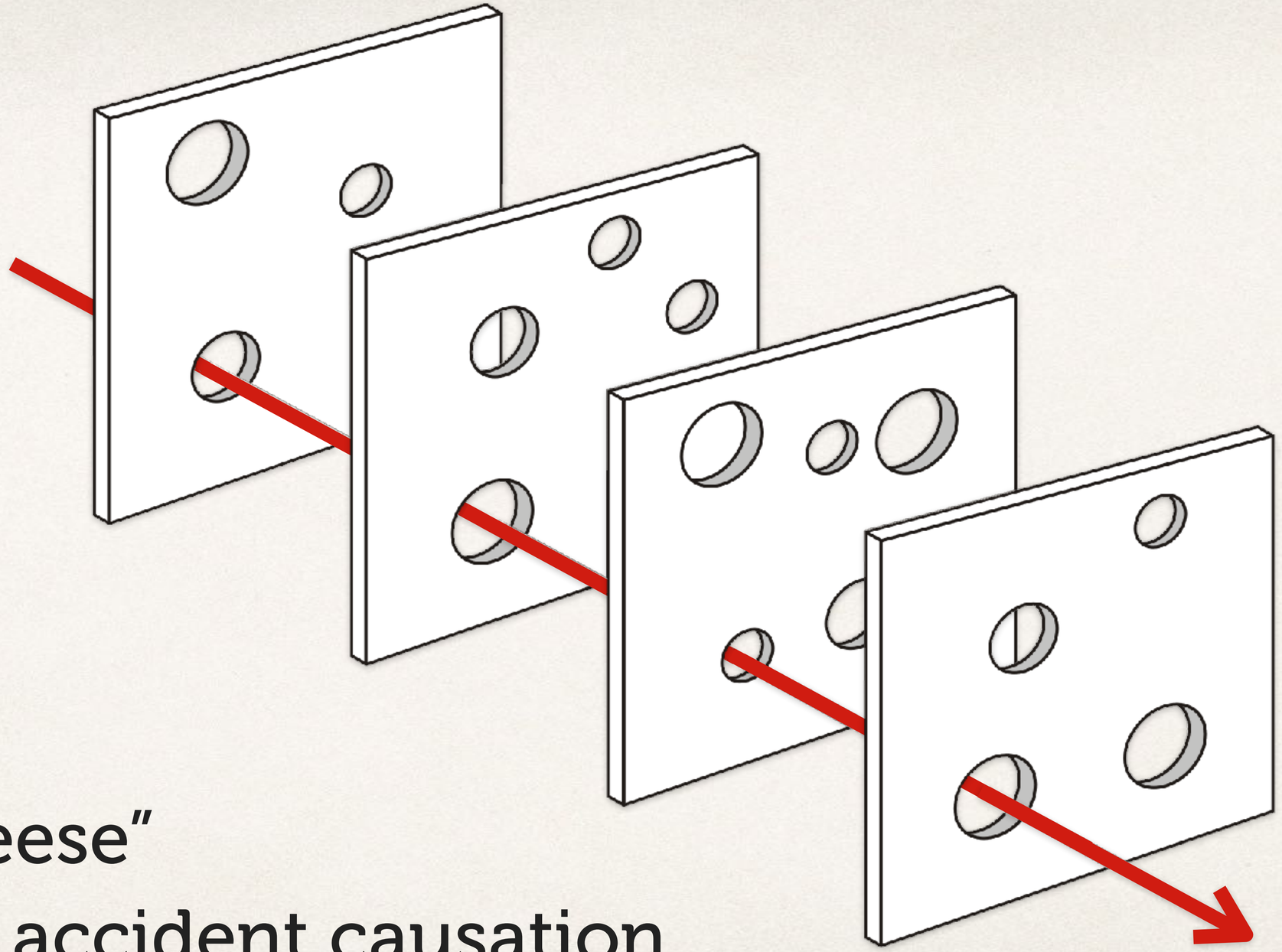
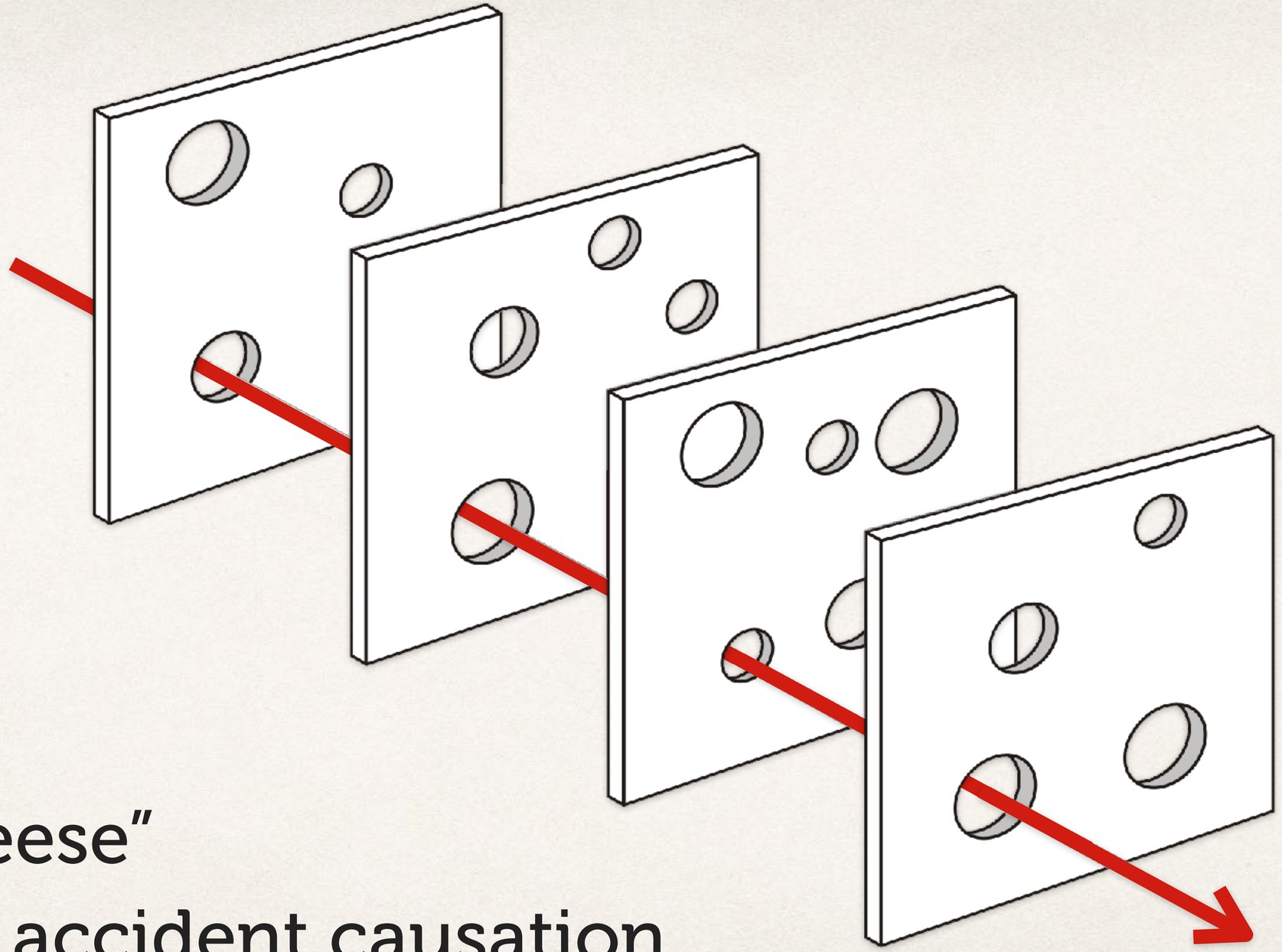


"Swiss cheese"
model of accident causation

1
2
3



"Swiss cheese"
model of accident causation

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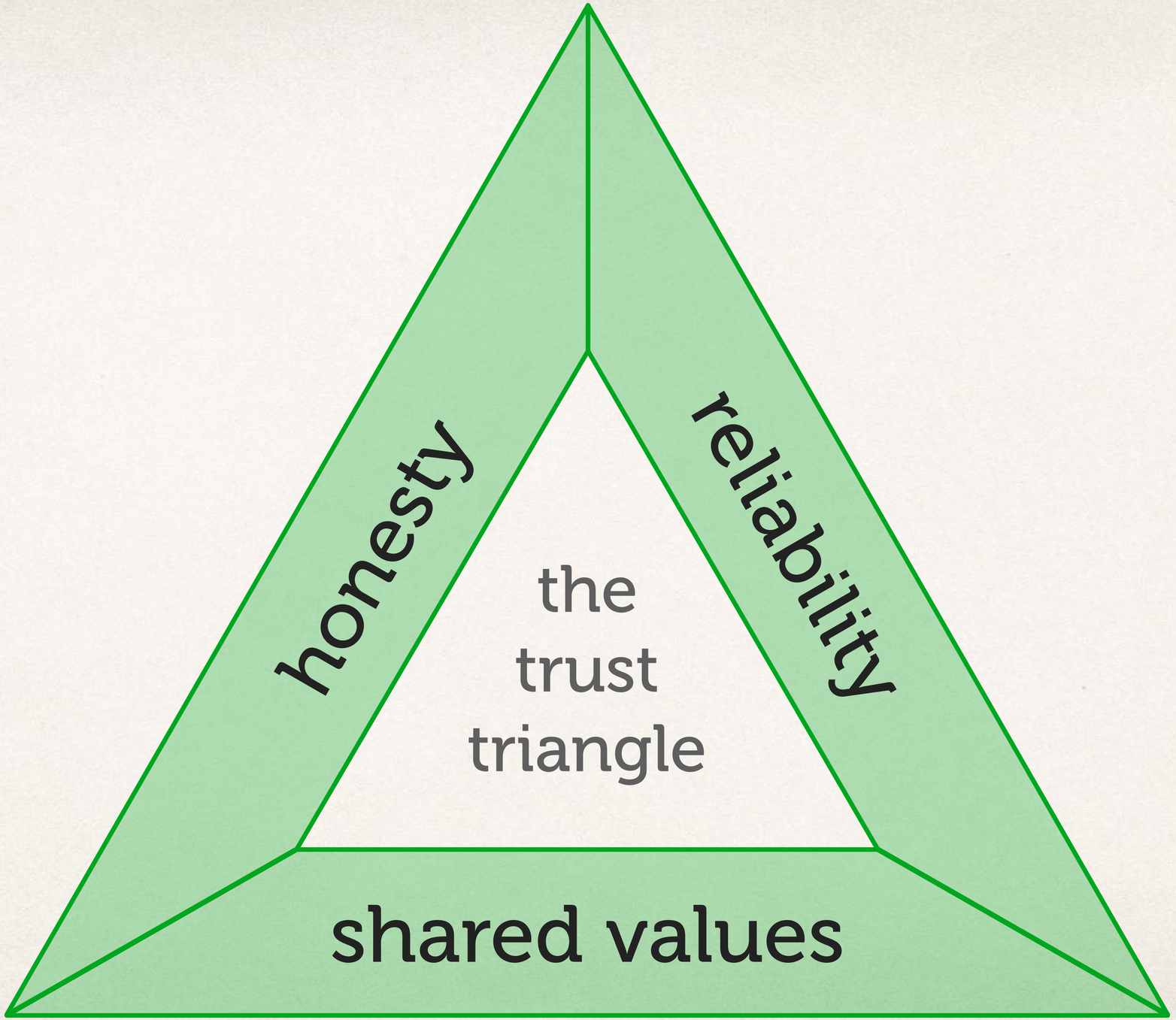
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Trust is something you can actively build.

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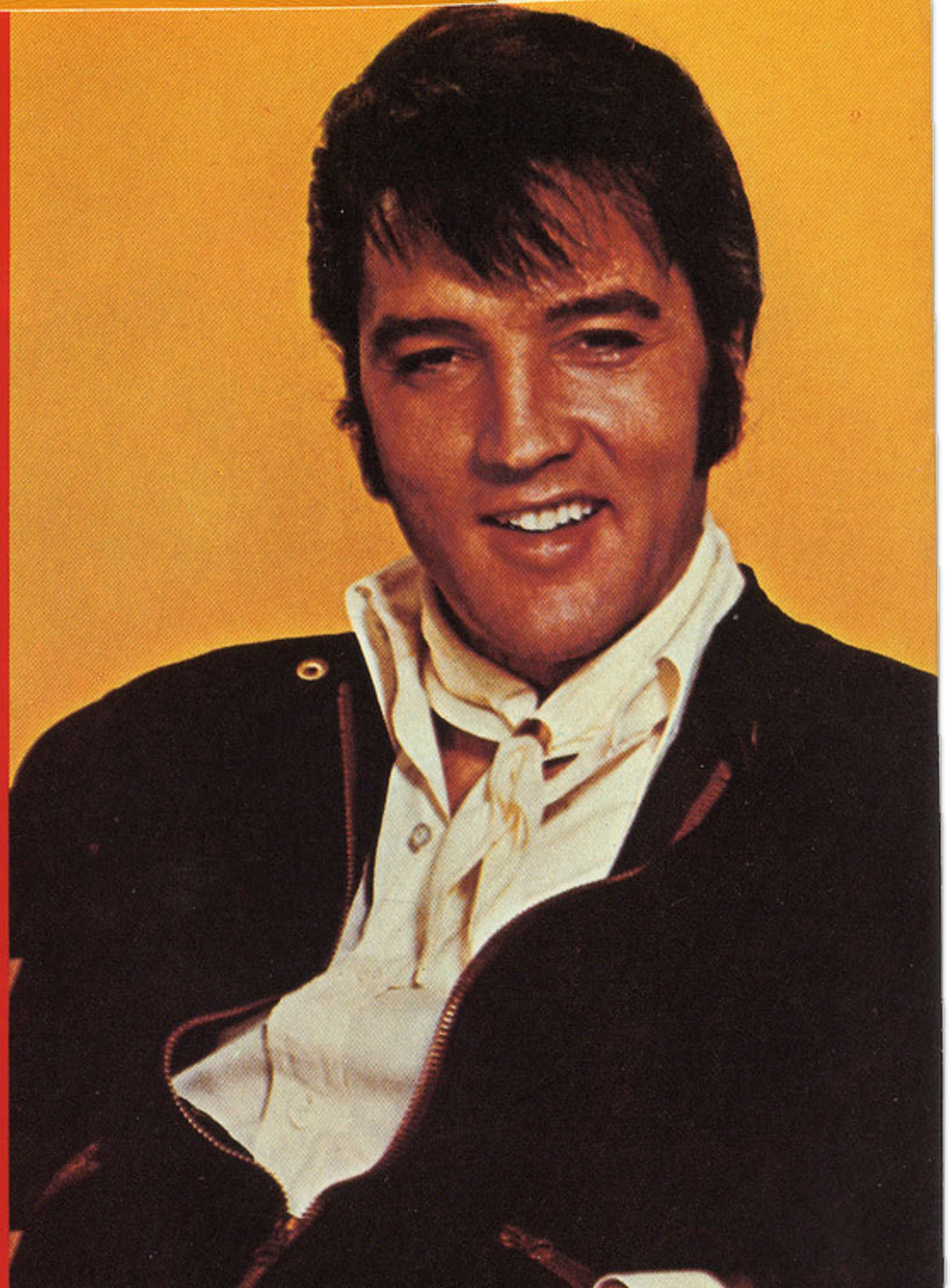
Building

TRUST

in an age of

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