

Trust . . . and Doty

Billy Joel wrote and sang about it (*A Matter of Trust*, Joelsongs and Sony Music, BMI, 1986), many others have discussed it, and everyone has experienced trust and distrust, and now Management guru Stephen M. R. Covey covers it in his book *The Speed of Trust – The One Thing That Changes Everything*. This is frighteningly relevant to the CoB. Covey opines that when trust is low, the speed of business is low and the cost is high, but when trust is high, the speed is high and the cost is low. Doesn't that make sense? Not to Doty, except in the negative. Doty thinks his chaotic inconsistent schemes will make the CoB a nationwide, if not worldwide, leader in business education. Covey says in *The Speed of Trust* that “the ability to establish, grow, extend, and restore trust with all stakeholders is **the** leadership competency of the new global economy.” Let's analyze that statement for Doty and the CoB.

Did Doty “establish” trust when we arrived? Far from it. He systematically, apparently in his mind under the guise of motivation, degraded, abused, bullied, and alienated many faculty in the CoB. Not only is that a pathetic start, but also it is impossible to establish the foundation for trust. Doty made sure that he had no honeymoon for trust or goodwill.

Overall, the only visible “growth” or “extension” of trust in Doty-land is for those 100%-ers (from the philosophy that if you are not 100% behind Doty, you are 100% against him) and those rented for votes or work. This group, of course, is small and habitual. It is impossible to grow anything from non-existence.

Doty had a fine opportunity when he arrived to “restore” some trust in the CoB. He had the immediate “I am not Bill Gunther” bounce combined with a normal transition period when faculty typically gave a new administrator a chance to prove himself or herself. There were also plenty of different areas that needed restoration, some examples are the following: faculty and administrator mistreatment, inequitable distribution of CoB resources, and wasted resources on pet pork projects. Doty could have inspired trust and gotten himself even more support had he addressed and fixed any area of neglect or oppression. Doty chose not to do that in favor of doing what he wanted to do. The chance to have or restore trust seldom returns when it has been lost or destroyed; ask some of the multitudes of divorced people.

Doty obviously believes in the global economy (global education being part of that) – he has been extremely busy supporting it with trips to England, France, and China on Mississippi taxpayer dollars. Wait, maybe that travel does not prove this point.

Doty leadership is an oxymoron. It is an exercise in “how not to”. With that obvious point refreshed, Covey says that **the** leadership competency for the new global economy is trust and extending trust. Ladies and gentlemen, on the charge of being a competent leader, Duane Harold Doty is an innocent man.

Whether or not you are a fan of Stephen Covey, agreement on these points ought to be automatic. Doty is no leader; no dean; no person to restore, build, or extend trust; he needs to immediately vacate the position for the good of all CoB stakeholders.