

Tables

1.1	Features of process and variance approaches	5
1.2	Five process views on trusting	8
2.1	Characteristics of different forms of trust	32
4.1	Transcription conventions	73
7.1	Connecting network reflection activities with trust-building processes	129
7.2	Methods and trust-building processes	132
7.3	The three cases (networks) and their dimensions	138
7.4	The practical interventions of the three methods	139
7.5	Linking joint interventions and trust-building processes	141
8.1	Summary of findings	158
9.1	Data sources chronologically	174
11.1	Trust and expectations	212
15.1	Trust in Norwegian banks 1985–2012	313