

Behaviors of Trust

Creating a Culture of Trust

Terri Bianco, Designer/Trainer

1. Demonstrate Respect

Genuinely care for others, show it without faking. Respect the dignity of every person and every role. Treat everyone with respect, especially those who can't do anything for you. Show kindness in the little things. Avoid being "efficient" with people.

Opposite/Counterfeit: Don't care or don't show you care; show disrespect or show respect only to those who can do something for you.

2. Create Transparency

Tell the truth in a way people can verify it. Get real and genuine. Be open and authentic. Err on the side of disclosure – including the problems. Operate on the premise of "what you see is what you get." Avoid hidden agendas or hidden information.

Opposite/Counterfeit: Withhold information; keep secrets; create illusions; pretend.

Sunlight is the best disinfectant.

--Supreme Court Justice Louis Brandeis

3. Listen First

Listen before you speak. Understand. Diagnose. Listen with your ears and your eyes and your heart. Find out what the most important behaviors are to the people you are communicating with, working with. Avoid assuming you know what matters to others. You do not have all the answers or all the questions.

Opposite/Counterfeit: Don't listen; speak first, multi-task, interrupt, pretend to listen; listen without understanding.

4. Deliver Results

Establish a track record of results. Get the right things done. Make things happen. Accomplish what you are hired to do. Be on time and within budget. Don't overpromise and under deliver. Don't make excuses for not delivering.

Opposite/Counterfeit: Fail to deliver; deliver on activities, not results.

5. Practice Accountability

Hold yourself accountable. Hold others accountable. People respond to accountability, particularly high performers. Take responsibility for results. Be clear on how you'll communicate how you're doing and how others are doing. Avoid shirking responsibility, blaming others when things go wrong.

Opposite/Counterfeit: Don't take responsibility: "It's not my fault!" don't hold others accountable.

Get out of B.E.D = Blame, Excuses, Denial -- Michael Grabow

Window and mirror: stop looking out the window to blame and accuse others and instead look into the mirror – Jim Collins

Eighty percent of success is showing up.

Woody Allen

6. Extend Trust

Demonstrate a propensity to trust. Extend trust abundantly to those who have earned your trust. Extend conditionally to those who are earning your trust. Learn how to appropriately extend trust to others based on the situation, risk, and credibility (characters and competence) of the people involved. Extend trust even when there is risk involved.

Opposite/Counterfeit: Withhold trust; fake trust and then snoopervise; give responsibility without authority.

The only way you know you can trust someone is to trust them.

– Ernest Hemingway

NOTES: