

Relationship Trust

13 Common Behaviors of High Trust Leaders

DO

- 1. Talk Straight**
Communicate clearly so you cannot be misunderstood; Declare your intent.
- 2. Demonstrate Respect**
Act with fairness, kindness, love and civility.
- 3. Create Transparency**
Be real and genuine; err on the side of full disclosure.
- 4. Right Wrongs**
Make restitution instead of just apologizing; apologize quickly; demonstrate humility.
- 5. Show Loyalty**
Give credit to others freely; speak about others as if they were present.
- 6. Deliver Results**
Define results up front so they are easy to measure; be on time, on budget, etc.
- 7. Get Better**
Continuously learn, grow improve so others build confidence in your ability to succeed.
- 8. Confront Reality**
Take the tough issues head on; lead courageously in uncomfortable discussions.
- 9. Clarify Expectations**
Create shared vision and agreement up front; renegotiate if necessary but don't violate expectations once they've been validated.
- 10. Practice Accountability**
Hold yourself and others accountable.
- 11. Listen First**
Genuinely listen to understand another's thoughts and feelings; don't presume you know what matters to others.
- 12. Keep Commitments**
Do what you say you will do.
- 13. Extend Trust**
To create reciprocity; conditionally to those earning your trust; abundantly to those who have earned your trust.

DO NOT

- Spin, flattery, withhold information; don't manipulate people or facts, or leave false impressions.*
- Fake respect or concern.*
- Show respect and concern only for those who can do something for you; pretend things are different than they are.*
- Cover up mistakes; deny or justify wrongs.*
- Take credit where it's not due or downplay another's contribution; badmouth others behind their back.*
- Make excuses for not delivering.*
- Pretend you are learning but never produce.*
- Ignore problems and avoid conflict.*
- Leave expectations undefined or vague.*
- Not take responsibility; point fingers.*
- Speak first, listen last or not at all; pretend to listen while only waiting to speak and give your opinion.*
- Break commitments; make vague, unreliable commitments or never make them at all.*
- Withhold trust; extend false trust by giving others responsibility without authority or resources to complete the task.*