

Anatomy of Trust

Review the Trust Behaviors.

Take turns teaching one of the behaviors to the table group.

Tell a story or give an example of someone who is a strong role model of the behavior or who does the opposite.

Congruence

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| 1 | Talk straight |
| 2 | Don't play games |
| 3 | Be sincere |
| 4 | Set boundaries |
| 5 | Make rules clear |
| 6 | Walk my talk |
| 7 | Say what you feel, feel what you say |

Reliability

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| 1 | Do what you say you will do |
| 2 | Take action |
| 3 | Keep promises/do not make promises you can't keep |
| 4 | Meet deadlines |
| 5 | Be on time |
| 6 | Follow-up, follow through |
| 7 | Deliver on commitments |

Openness

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| 1 | Tell people how you feel, what you think and what you believe |
| 2 | Clarify Expectations |
| 3 | Initiate to resolve issues: don't harbor resentments |
| 4 | Value opinions of others |
| 5 | Be willing to hear what others say |
| 6 | Be honest about limitations |
| 7 | Be straightforward |

Acceptance

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| 1 | Respect another's point of view and honor differences |
| 2 | Accept that people make mistakes and can learn from them |
| 3 | Do not put down, shame or make another person feel inferior |
| 4 | Listen |
| 5 | Be empathetic |
| 6 | Accept limitations |
| 7 | Delineate person from performance |