

# 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

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

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

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

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