

Tips for Using the Trust Behaviors

It's inside out. If your intent is tactical or insincere, you'll never succeed with the Trust Behaviors.

Sequence matters. Some of the Trust Behaviors naturally come before others.

The Trust Behaviors are always used in combination.

Any of the Trust Behaviors taken to the extreme can backfire.

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

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

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

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