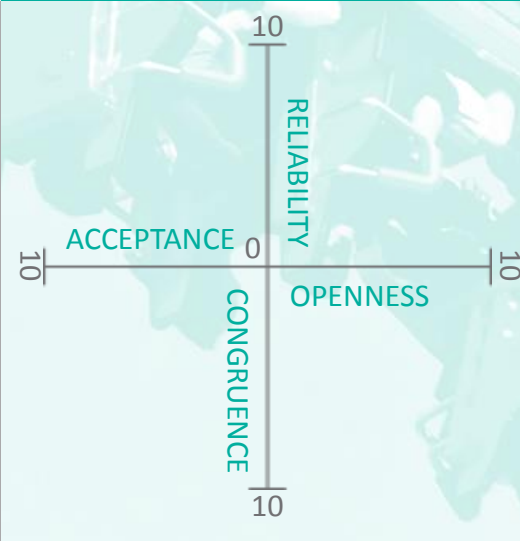


Trust Scale

Do what you say you will do
 Take Action
 Keep promises/do not make promises you can't keep
 Be on time and meet deadlines
 Follow-up – follow-through and deliver on commitments

Respect another's point of view
 Be empathetic
 Do not put down, shame or make another person feel inferior
 Listen
 Accept that people make mistakes and can learn from them
 Accept limitations
 Separate person from performance



Tell people how you feel, what you think and what you believe
 Clarify expectations
 Initiate to resolve issues; don't harbor resentments
 Value the opinion of others
 Be willing to hear what others say
 Be honest about limitations
 Be straightforward

Talk straight and don't play games
 Be sincere and make rules clear
 Set boundaries
 Walk my talk
 Say what you feel, feel what you say