

15 BEHAVIORS THAT CREATE TRUST

Trust leaders are managers and salespeople who understand the impact trust plays on key outcomes; and how either high or low trust will extract or produce a dividend on every activity and dimension within a relationship, team, or organization. Leaders who are followed are known to create trust, show empathy and vulnerability, and instill hope in others.

The following behaviors assist in creating and fostering trust. Circle those that you believe apply to your personal and professional relationships.

1. Talk Straight
2. Demonstrate Respect
3. Create Transparency
4. Right Wrongs
5. Show Loyalty
6. Deliver Results
7. Get Better
8. Confront Reality
9. Clarify Expectations
10. Practice Accountability
11. Listen First
12. Keep Commitments
13. Extend Trust
14. Instill Hope
15. No Judgement

25 BEHAVIORS THAT CONTRIBUTE TO MISTRUST

There are many more behaviors that contribute to mistrust than there are behaviors that create and foster trust; making mistrust a common occurrence. Understanding what they are helps us to become more conscious and to take ownership of our behaviors.

Most of us exhibit the following behaviors at least sometimes. Circle those that you may be exhibiting that may promote mistrust in your personal or professional relationships.

1. You fail to keep your promises, agreements or commitments.
2. You serve yourself first; then others when it's convenient.
3. You micromanage and resist delegating.
4. You demonstrate an inconsistency between what you say and how you behave.
5. You fail to share critical information with your friends or colleagues.
6. You choose not to tell the truth.
7. You resort to blaming and scapegoating others rather than own your mistakes and behaviors.
8. You judge, blame or criticize; rather than offering constructive feedback that gives value.
9. You betray confidences, gossip or talk about others.
10. You choose not to allow others to contribute to decision making.
11. You downplay others' talents, knowledge or skillset.
12. You refuse to support others with their professional development.
13. You resist creating shared values, expectations and intentions in favor of your own agenda; not compromising; fostering win/lose outcomes.
14. You refuse to be held accountable to friends and colleagues.
15. You resist discussing your personal life; disallowing any vulnerability or weakness. You don't admit to your relationship challenges.
16. You rationalize sarcasm, "put-down" humor and off-putting remarks as "good for the group."
17. You fail to admit you need support and don't ask for help.
18. You take others' suggestions and feedback as a personal attack.
19. You refuse to consider the idea of constructive conflict and avoid it as much as possible.
20. You fail to speak up in team meetings and avoid contributing constructively.
21. You consistently hijack team meetings and move them off topic.
22. You refuse to follow through on decisions agreed upon by the team if they don't serve you.
23. You secretly collude in back-door negotiations with other team members to create alliances.

24. You refuse to give others the benefit of the doubt; judging them without really allowing them to explain their position or actions.
25. You avoid apologies for mistakes, misunderstandings or poor behavior; digging your heels in to defend yourself and your reputation.

Now: Review your circled behaviors.

How do your "Create Trust" behaviors connect directly to your professional success?

What behaviors of "Create Trust" can you work on to further develop strong relationships?

What's holding you back from exhibiting those behaviors?

What behaviors of mistrust are you putting out in the world? How might those behaviors be sabotaging your professional growth?

What is your mindset when you exhibit those mistrust behaviors? (i.e., fear of failure, fear of looking less than knowledgeable, fear of the unknown, etc.)

How would overcoming those fears help you progress both personally and professionally?

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