

Inspiring Trust 14 Behaviors of Trust

GRIT – Generosity, Respect, Integrity & Truth – Builds Trust & Respect

1) Communicates
Clearly and Directly

Speaks clearly, adapting verbal and non-verbal communication for the purpose of understanding. Shares enough details and intentions so that others aren't left to make assumptions.

2) Communicates
Respectfully

Uses language and non-verbals that show respect for others. Demonstrates fairness and caring, regardless of the type of message being delivered (positive/

3) Communicates
Genuinely

Is honest and verifiable. Is authentic and transparent in communication that is appropriate to share.

4) Makes Amends

Takes responsibility and repairs the damage done when errors are made (either in actions, words, or results). Is not driven by ego.

5) Communicates
Honorably

Does not gossip about others. Speaks honorably about others when they are not present. Does not reveal secrets – keeps appropriate information confidential. Delivers applicable credit when credit is due, letting others have the spotlight when earned.

6) Walks the Talk

Delivers results. Holds up results as examples to back claims. Has a track record as a doer.

7) Develops Self

Does not expect self perfection but rather is extremely self aware. Is realistic- knows own strengths and limitations and is on a continuous improvement path. Demonstrates ability to grow. Inspires growth in others.

8) Accepts Reality
(It is what it is)

Faces the reality of a situation head on. Confronts tough situations without avoidance and with leadership courage. Removes the “elephants” in the room so that people can be free to interact openly without reservation or preoccupation.



14 Behaviors of Trust (cont'd)

9) Generates Buy-In	Gains commitment from others to a shared goal. Does not leave expectations unclear and does not assume others understand or buy into objectives. Checks for understanding and is open to negotiating if necessary.
10) Is Accountable	Accepts responsibility for own success and failure and communicates progress toward goals truthfully. Holds self and others accountable.
11) Listens	Doesn't make assumptions about thoughts and feelings of others. Asks and then listens; stays focused on the person. Behaves as a coach without a predetermined set of answers regarding root causes or solutions. Is perceptive; listens to non-verbal cues as well as verbal.
12) Keeps Commitments	Keeps all commitments. Balances work commitments and home commitments. Communicates proactively and honestly when unable to keep a commitment.
13) Makes Trust Deposits (not withdrawals)	Shows others faith in their ability and willingness to perform. Does not expect others to be perfect, but demonstrates faith in their ability to do their best.
14) Is Consistent	Is emotionally intelligent. Demonstrates even and consistent behavior. Because of past behaviors, current and future behaviors can be trusted. Is fair and demonstrates fairness consistently. Is approachable due to predictable fairness and authenticity.

What will I start doing?

What will I stop doing?

What will I continue doing?



"Your reputation and integrity are everything. Follow through on what you say you're going to do. Your credibility can only be built over time, and it is built from the history of your words and actions."

- Maria Razumich-Zec