

# Action

Building trust by doing

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**Confidential:** ensures that what is said between people stays between people

**Consistent:** delivers predictable and positive results day after day

**Committed:** does what they say they are going to do

**Courageous:** does not avoid difficult situations or conversations

**Balanced:** prioritizes the success of others in balance with their own success

**Accountable:** takes ownership for actions and results, and never blames when something goes wrong

**Responsible:** shows up on time, honors deadlines, and fulfills expectations.

**Aligned:** on the same page and aligned in thinking and actions

**Available:** is responsive when needed and makes time for people

**Prepared:** plans ahead, comes equipped, and ready to make progress

# Insight

Building trust by knowledge sharing and advising

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**Selfless:** uses own expertise to benefit others without needing credit

**Receptive:** is willing to trust other people's ideas even if they do not fully agree

**Humble:** maintains humility regarding own knowledge, including a willingness to admit when they are wrong

**Transparent:** is open about priorities, thoughts, experience, and biases

**Concise:** is clear and direct in communication

**Learning:** consistently and continually seeks to learn and grow

**Listening:** gives full attention and asks good questions to better understand

**Communicative:** is willing to customize messages to better connect with others

**Understanding:** graceful with ignorance and shows understanding when mistakes are made

**Problem-solver:** sees challenges as puzzles that can be solved together

# Connection

Building trust through relationships

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**Respectful:** engages people with honor and kindness

**Supportive:** consistently offers encouragement, help or assistance, especially in difficult times

**Vulnerable:** lets people in and is open about experiences, failures and feelings

**Trusting:** willingness to depend on others

**Caring:** takes time to show personal interest in others.

**Inclusive:** actively looks to involve others

**Positive:** maintains an optimistic attitude and a good sense of humor

**Collaborative:** easily works with others, including those with diverse opinions

**Self-Aware:** maintains a balanced self-view and can see impact on others

**Protective:** stands up for each other, particularly under pressure or when things go wrong

# Breakers

Behaviors that erode trust

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**Prejudice:** is overly biased toward own opinions, ideas, and viewpoints

**Arrogant:** makes others feel stupid, lesser than, or out of touch

**Nitpicker:** consistently focuses on problems; mistakes are called out openly and publicly

**Deceptive:** is not completely truthful, omits information, and/or avoids being transparent

**Political:** goes around or over others instead of working directly with those responsible

**Self-Centered:** looks out for own interests especially under duress

**Dominating:** attempts to exert too much control over people or situations

**Excluding:** does not let certain people in and limits outside influence

**Unreliable:** inconsistent with meeting commitments, disorganized and/or lack of attention to detail

**Inauthentic:** only connects with others to serve personal interests