

## Trust – The 13 Behaviors

“Simply put trust means *confidence*. The opposite of trust – distrust – is *suspicion*. When you trust people, you have confidence in them – in their integrity and in their abilities. When you distrust people, you are suspicious of them – of their integrity, their agenda, their capabilities, or their track record”

1. Talk Straight
2. Demonstrate Respect
3. Create Transparency
4. Right Wrongs
5. Show Loyalty - support people and give them credit
6. Deliver Results
7. Get Better – continually learn, grow and improve
8. Confront Reality – name the elephant in the living room
9. Clarify Expectations – for yourself and others
10. Practice Accountability – for yourself and others
11. Listen First
12. Keep Commitments
13. Extend Trust

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