

LEADERSHIP TRUST



If you want to be a leader who inspires trust in those around you, here are five things you should do:

▪ COMMUNICATE, COMMUNICATE, COMMUNICATE

- Share the what, when, where, why and how of the message.
- Be candid and open with any and all information you can.
- Share information timely.
- Give them context to decisions and own the information.



▪ LISTEN. GENUINELY, LISTEN

- Listen with an open mind. Suspend judgement.
- Assume positive intent.
- Try not to react...at least not immediately.
- Give your full attention.
- It's okay to say you don't know or you need some time to think about it.
- Don't commit to something you don't think you can follow through on.
- Seek to understand their concerns and incorporate their feedback.



▪ FOLLOW THROUGH, RESPOND TIMELY AND SHOW UP

- When you make a commitment, be sure you follow through on it.
- If you have a meeting set with someone, show up on time.
- If you tell someone you are going to do something, do it. Or explain to them why you can't.



▪ UNDERPROMISE AND OVERDELIVER

- Manage expectations in a way that you can deliver on results.
- Be realistic and practical in delivering on commitments.



▪ BE GENUINE AND VULNERABLE

- Be honest and direct in your thoughts.
- Speak your truth.
- Share your full self.

