

Building Trust

is about

laying the foundation
for any relationship

by
choosing

stewardship

by
demonstrating

through

by
demonstrating

through

character

reliability

competence

warmth

- Safety produced by honesty and transparency

- Underpromise/overdeliver
- Say no
- Use organizational rituals

- Skills
- Knowledge
- Credibility

- Listen
- Demonstrate empathy
- Show positive attention
- Be vulnerable

- Focus on others
- Communicate
- Give others credit
- Care