


Trust Equation self-assessment

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Trust Equation	Some Good Examples	Self-Assessment			Tips to Improve
		Sometimes	Often	Almost Always	
Credibility (Words)	I am perceived as knowing what I'm talking about				<ul style="list-style-type: none"> ✓ Plan & prepare ✓ Tell the truth ✓ Don't exaggerate ✓ If you don't know, say so
	People describe me as authentic and / or genuine				
	My promises turn into action				
Reliability (Actions)	I do what I say I will do				<ul style="list-style-type: none"> ✓ Be consistent ✓ Do what you say you are going to do ✓ If you can't keep a promise, flag this early
	I am consistent in the way I behave				
	I action my promises and follow up				
Intimacy (Emotions)	I make an effort to understand people more broadly				<ul style="list-style-type: none"> ✓ Balance your focus on tasks & people ✓ Be genuine ✓ Let the other person fill the empty spaces in conversation
	People feel comfortable sharing their concerns with me				
	I enjoy the company of my colleagues				
Self-Interest (Motives)	My behaviour is not always about winning or being the best				<ul style="list-style-type: none"> ✓ Use open-ended questions ✓ Define the problem rather than guessing the solution ✓ Listen, listen, listen!
	I am interested in others and want to find out what's important to them				
	I find or create mutually beneficial solutions				