

Tips on Building Trust

1. Be on time

Respect that time is the most important resource we all have. Work hard to arrive on time and schedule yourself appropriately.

2. Be attentive

Listen actively and take notes. Remember, and use, people's names. Show you understand what is being talked about.

3. Be candid

Make your voice heard. Do not compromise truth or facts even if it is uncomfortable or exhausting. Ensure everyone knows what you believe when you are done speaking.

4. Be respectful

Excuse yourself when interjecting, give thanks when someone helps you, and apologize when making a mistake. We all deserve respect, so do not take emotional shortcuts while delivering your message.

5. Be confident

Appreciate the capabilities and experience you bring. Be positive when facing problems. People are looking at how you act as permission for how they will treat you.

6. Be prepared

Do your homework and have a plan. Multiply your effective time with others by doing research and developing material beforehand. Be ready for things to go sideways.

7. Be approachable

Appreciate all interaction, however small, with others. Try to smile and show humor. Invite others into the conversation and do not take things too seriously.

8. Be assuring

Calmly communicate in ways that are optimistic and focused on problem solving. Blame and chronic negativity breed distrust. Steer conversations toward a better future.