

# TRUST - Building Behaviors- Self Assessment

The following statements describe my behavior...	All of the time	Most of the time	Some of the time	Rarely	Not at all
<p><b>I talk straight.</b> Be honest. Tell the truth. Let people know where you stand. Use simple language. Call things what they are. Demonstrate integrity.</p>	○	○	○	○	○
<p><b>I demonstrate respect.</b> Genuinely care for others. Show you care. Respect the dignity of every person and every role. Treat everyone with respect, especially those who can't do anything for you. Show kindness in the little things.</p>	○	○	○	○	○
<p><b>I create transparency.</b> Tell the truth in a way people can verify. Get real and genuine. Be open and authentic. Err on the side of disclosure. Operate on the premise of, "What you see is what you get."</p>	○	○	○	○	○
<p><b>I right wrongs.</b> Make things right when you're wrong. Apologize quickly. Make restitution where possible. Practice "service recoveries." Demonstrate personal humility.</p>	○	○	○	○	○
<p><b>I show loyalty.</b> Speak about people as if they were present. Represent others who aren't there to speak for themselves.</p>	○	○	○	○	○

The following statements describe my behavior...	All of the time	Most of the time	Some of the time	Rarely	Not at all
<p><b>I deliver results.</b> Establish a track record of results. Get the right things done. Make things happen. Accomplish what you're hired to do. Be on time and within budget.</p>	○	○	○	○	○
<p><b>I get better.</b> Continuously improve. Increase your capabilities. Be a constant learner. Develop feedback systems both formal and informal. Act upon the feedback you receive. Thank people for feedback.</p>	○	○	○	○	○
<p><b>I confront reality.</b> Take issues head on, even the "undiscussables." Address the tough stuff directly. Acknowledge the unsaid. Lead out courageously in conversation. "Remove the sword from their hands."</p>	○	○	○	○	○
<p><b>I clarify expectations.</b> Disclose and reveal expectations. Discuss them. Validate them. Renegotiate them if needed and possible.</p>	○	○	○	○	○
<p><b>I practice accountability.</b> Hold yourself accountable. Hold others accountable. Take responsibility for results. Be clear on how you'll communicate how you're doing and how others are doing.</p>	○	○	○	○	○
<p><b>I listen first.</b> Listen before you speak. Understand. Diagnose. Listen with your ears . . . and your eyes and heart. Find out what the most important behaviors are to the people you're working with.</p>	○	○	○	○	○
<p><b>I keep commitments.</b> Say what you're going to do. Then do what you say you're going to do. Make commitments carefully and keep them at all costs. Make keeping commitments the symbol of your honor.</p>	○	○	○	○	○