

TO BUILD TRUST I WILL

Communicate expectations clearly.

Build relationship based on mutual expectations of trust.



Believe in your best intent.

Give you the benefit of the doubt.



Reach out to you first.

Understand your perspective.



Respect differences in communication styles.



Get to know you before drawing conclusions about you.

Be willing to flip-the-script.



Have the courage to stop the gossip.

Ask others, "Would you tell the same story if the person was here?"



Not contribute to gossip.

Ask myself, "Would I tell the same story if the person was here?"



Expect you to help me look at myself.

Hold me accountable to these commitments when my behaviors don't model the standards.

WHEN TRUST IS COMPROMISED I WILL

Recognize the impact of behaviors on trust.

Have the courage to initiate discussion.



Make it my responsibility to talk with others

when conflict needs to be resolved.

Share with the other person if they broke your trust, and why.

Follow through and address the situation.



Move forward, address the past, and put closure on it.



Talk about issues in terms of my experience instead of what you did.

Start my statement with "I feel..." versus "you did this..."



Apologize for consequences

without justifying or blaming.



Renew commitment to take a better

path of action in the future.



Hold each other accountable to these expectations.



Agree to next steps.

Be clear with each other about how to move forward.
Engage the next level up when resolution is not achievable.