13 Trust Behaviors

1) Talk Straight – Tell the truth and leave the right impression.

2) Demonstrate Respect – Show respect for people and behave in ways that demonstrate caring and concern.

3) Create Transparency – Genuine interaction.

4) Right Wrongs – Based on the principles of humility, integrity and restitution.

5) Show Loyalty – Give credit to others, even when they are not present.

6) Deliver Results – Establish a track record. Be on time and within budget.

7) Get Better – Continual improvement. Learn and change.

8) Confront Reality – Take the tough issues head on. Share the bad news as well as the good news. Talk about the elephant in the room.

9) Clarify Expectations – Create a shared vision and agreement about what is to be done up front.

10) Practice Accountability – Don’t blame others and point fingers.

11) Listen First – Listen before you try to diagnose, influence or prescribe.

12) Keep Commitments – This is the quickest way to develop trust.

13) Extend Trust – Principle of empowerment. People will run with the trust when it is extended.

Source: The Speed of Trust by Steven M. R. Covey

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