

## THE FOUR TRUST-BUILDING BEHAVIORS

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### *Self-assessment*

Rank the four behaviors from easiest (1) to most challenging (4).

Trust-building behaviors	Easiest (1) to most difficult (4)
<p><b>Being sincere:</b> You mean what you say, and you say what you mean. You do as you say—you “walk the talk. You are <i>accurate</i> with what you tell others (you say if it’s a fact or your opinion).</p>	
<p><b>Being reliable:</b> People can depend on you to deliver what you promise. If you can’t do what you promised, you let people know immediately. You keep appointments and are on time.</p>	
<p><b>Being authentic:</b> You are <i>you</i>—and not putting up a show to impress others or to live up to what you believe others (might) think. You are open about both your strengths <i>and</i> weaknesses. You are OK with being vulnerable and admitting when you make mistakes or need help.</p>	
<p><b>Forgiving others:</b> When others do things that impact you negatively, you can come to terms with what happened and let go of your negative feelings. You can take the initiative to fix issues you have had with others.</p>	

## REFLECTION

How can you best make use of those behaviors that come easy to you?

What can you do to improve on those behaviors you find most challenging?