

Creating an Action Plan

Choose one professional and one personal relationship in which you want to build trust. Review the behaviors and mark where you think you are with regard to each one. Then go back and circle the two or three behaviors that you feel will make the greatest positive difference.

Remember: The quickest way to make a *withdrawal* is to violate a behavior of character; the quickest way to make a *deposit* is to demonstrate a behavior of competence.

BEHAVIOR	CURRENT PERFORMANCE	OPPOSITE/COUNTERFEIT
Talk Straight	_____	Lie, spin, tell half-truths, double-talk, flatter.
Demonstrate Respect	_____	Don't care or don't show you care; show disrespect or show respect only to those who can do something for you.
Create Transparency	_____	Withhold information; keep secrets; create illusions; pretend.
Right Wrongs	_____	Don't admit or repair mistakes; cover up mistakes.
Show Loyalty	_____	Sell others out; take the credit yourself; sweet-talk people to their faces and bad-mouth them behind their backs.

BEHAVIOR	CURRENT PERFORMANCE	OPPOSITE/COUNTERFEIT
Deliver Results	_____	Fail to deliver; deliver on activities, not results.
Get Better	_____	Deteriorate; don't invest in improvement; force every problem into your one solution.
Confront Reality	_____	Bury your head in the sand; focus on busywork while skirting the real issues.
Clarify Expectations	_____	Assume expectations or don't disclose them; create vague and shifting expectations.
Practice Accountability	_____	Don't take responsibility: "It's not my fault"; don't hold others accountable.
Listen First	_____	Don't listen; speak first; listen last; pretend listen; listen without understanding.
Keep Commitments	_____	Break commitments; violate promises; make vague and elusive commitments or don't make any commitments.
Extend Trust	_____	Withhold trust; fake trust and then snoopervise; give responsibility without authority.