

The Four Behaviors that Build Trust™

1. Straightforwardness – expectations are clear, disagreements are discussed and resolved, individual performance is discussed and agreed upon, and credit is given where credit is due.

Directness

We are clear about what we mean

Honesty

We are always truthful and honest

2. Openness – employees exchange information, discuss feelings and opinions and do not keep secrets

Responsiveness

We are open to feedback and new ideas

Disclosure

We share our own ideas and opinions

3. Acceptance – employees are respected for their contribution, differences are valued and leadership is shared

Receptiveness

We value others who are different from us

Respect

We appreciate others for the individuals they are

4. Reliability – employees can count on each other for support, keep their commitments and strive for excellence in what they do

Seeks Excellence

We do our best in everything we do

Keeps Commitments

We do what we say

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