

13 Behaviors of High Trust Leaders

1. **Talk Straight:** Tell the truth. Let people know where you stand. Demonstrate integrity
2. **Demonstrate Respect:** Show you genuinely care. Respect everyone, even those that can't do anything for you. Show kindness in little ways
3. **Create Transparency:** Be genuine, open and authentic. Don't hide information or have 'hidden agendas'. Operate on the premise of 'what you see is what you get'
4. **Right Wrongs:** Apologise quickly. Make restitution where possible. Demonstrate personal humility. Don't cover things up. Do the right thing
5. **Show Loyalty**
Give credit to others. Be loyal to the absent. Represent others who aren't there to speak for themselves. Don't talk negatively about others behind their back
6. **Deliver Results:** Establish a track record of results. Accomplish what you are hired to do. Don't over-promise and under-deliver. Don't make excuses for not delivering
7. **Get Better:** Continuously learn and improve. Increase your capabilities. Develop formal and informal feedback systems. Thank people for feedback. Act on feedback received
8. **Confront Reality:** Meet issues head-on. Address the 'tough stuff' directly. Acknowledge the unsaid. Lead conversations courageously
9. **Clarify Expectations:** Disclose and reveal expectations. Discuss and validate them. Renegotiate them if necessary. Ensure expectations are clear
10. **Practice Accountability:** Hold yourself and others accountable. Take responsibility for good or bad results. Clearly communicate how everyone is doing
11. **Listen First:** Listen before you speak. Listen with you ears, eyes and heart. Diagnose. Don't assume, find out
12. **Keep Commitments:** State your intentions and then do it. Make commitments carefully; Make keeping your commitments the symbol of your honor. Don't break confidences
13. **Extend Trust:** Extend trust abundantly to those who have earned your trust. Extend trust conditionally to those who are earning your trust. Don't withhold trust because risk is involved