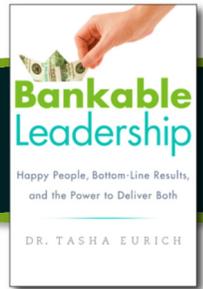


Bankable Leadership Tip Sheet #1



Trust and Be Trusted

When trust isn't present, FEAR prevails: Fingerpointing, Energy wasted, Anxiety about speaking up, and Rumors.

Trust creates happy people and delivers results. One study by Kurt Dirks found that, in men's NCAA teams, the trust players felt for their coach was directly related to their record. Put simply, trust helps you win!

Researchers have discovered two types of trust:

- **Competence-based trust:** Does your team believe you are capable and reliable?
- **Motive-based trust:** Does your team believe you have positive intentions?

Tips to Earn Competence-Based Trust

- 📌 **Know where you stand:** Understand the skills and knowledge you need to perform your role through honest reflection and feedback.
- 📌 **Build your competence:** Keep up to date in your profession. Get a mentor. Create a dashboard of key personal indicators to track your progress and identify the most important metrics for your success.
- 📌 **Keep track of your commitments:** Maintain a record of every commitment you make to others and the timeframe you promised. Don't cross it off until it's complete. Don't commit to things you can't deliver.

Tips to Earn Motive-Based Trust

- 📌 **Self-disclosure is your friend:** Help your employees understand who you are—both at work and outside work. If your team understands your motives, thought processes, and history, they'll give you the benefit of the doubt.
- 📌 **Admit what you don't know:** When you don't know something, admit it! It is better to say where your knowledge ends and ask for help than to pretend you know and annoy your team.
- 📌 **Use the Terri Wanger Rule:** When you mess up, fess up, stand up and clean it up—everyone knows you messed up anyway. You'll just appear detached from reality if you don't admit it.
- 📌 **Be fair:** Ensure that your employees are getting back what they are putting in and that you're applying consistent rules for decisions and rewards. Create transparent and participative decision processes. Treat your employees with dignity and respect before, during, and after important decisions.
- 📌 **Create a leadership credo:** What events in your life shaped your views on success and leadership? Share your leadership credo with your team—and ask for their thoughts on theirs!
- 📌 **Don't be a busy-body:** Ensure that your employees feel safe telling you their fears, weaknesses, and problems. Shun gossip like the plague. It's tempting, but it's tacky!

More resources available at www.BankableLeadership.com

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