



## **CAN YOU BE TRUSTED?**

### **7 Ways To Create Trust In Management Teams**

A group of Chief Executives and Executive Directors came together recently to discuss what trust means to them, and they drew up a list of behaviours necessary to create appropriate trust in any management or leadership team. For example, here are 7 behaviours which will help others trust what we say, and give gravitas and credibility to our views.

1. **Openly Declaring Our Agendas**

Example: "I've got an agenda I'd like to share with you"

2. **Open About Our Weaknesses**

Example: "If someone would give me some support with handling that situation/problem better in the future, I would really appreciate that"

3. **Open To Others Disagreeing With Us**

Example: "I need to understand better what you're suggesting but I'm open to being persuaded"

4. **Open To Receiving Difficult Feedback**

Example: "I do appreciate your honesty and I think I need a little time to reflect on what you've said, and then let's talk again"

5. **Saying When We Might Be Wrong**

Example: "I think in hindsight I took a risk and it hasn't paid off and other approaches may have worked out better. Can I suggest I look at this again, talk it through with you, and make another proposal?"

6. **Always Curious To Learn About Others' Ideas**

Example: "Let's have a discussion to open up these ideas, and then perhaps come back to them at our next meeting."

7. **Asking Others To Repeat A Story If It Seems Unclear Or Untrue**

Example: "Sorry, there's something you just said that doesn't quite add up for me. Would you mind telling me again because I might have misunderstood you and I don't want to go away from here without being clear?"