

SIGNALLING TRUSTWORTHINESS

These behaviours make trustworthiness **visible** in the workplace.

CREDIBILITY

You have the required skills, knowledge and experience.

- Apologize earnestly for mistakes
- Fact-check your work and focus on accuracy
- Showcase your track record by sharing what you've learned
- Share about successes and more importantly, failures
- Speak honestly and truthfully
- Show a genuine desire to learn

THE TRUSTWORTHINESS EQUATION

CREDIBILITY + RELIABILITY + BENEVOLENCE

SELF-ORIENTATION

RELIABILITY

Your words match your actions, and you can be counted upon.

- Show up on time and be present
- Deliver on time and meet your commitments
- Follow up to close the communication loop
- Be honest if you can't make a deadline, and keep people informed of progress
- Communicate during all stages of a project
- Set reminders and alarms for yourself
- Remember what people tell you is important to them

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BENEVOLENCE

You have positive intent toward others.

- Give people the benefit of the doubt and assume they are doing their best
- Acknowledge when someone is having a hard time and work on a solution with them
- Offer support and care for the person, not just the work
- Involve others in decision-making without prompting
- Make time for regular check-ins, including a social element
- Support others' professional development
- Be human first, worker second

THE TRUSTWORTHINESS EQUATION

CREDIBILITY + RELIABILITY + BENEVOLENCE

SELF-ORIENTATION

LOW

SELF-ORIENTATION

You put others' needs above your own.

- Celebrate the wins of others
- Offer others growth opportunities you might otherwise be tempted to take on yourself
- Pitch in on a project even if it's one you wouldn't have chosen
- Do what's uncomfortable for the greater good, or the benefit of others
- Accept blame instead of deflecting or distributing it

6 HIGH-LEVERAGE TRUST SIGNALS

These behaviours signal **multiple** elements of trustworthiness at once.

Admit your limitations openly

*Signals Credibility, Reliability,
Low Self-Orientation*

Listen intently

*Signals Benevolence, Credibility,
Low Self-Orientation*

Give credit generously

*Signals Benevolence, Credibility,
Low Self-Orientation*

THE TRUSTWORTHINESS EQUATION

CREDIBILITY + RELIABILITY + BENEVOLENCE

SELF-ORIENTATION

Explain your thinking, decisions, and agenda transparently

*Signals Credibility, Reliability,
Low Self-Orientation*

Communicate early when you might “drop the ball.”

*Signals Reliability, Credibility,
Low Self-Orientation*

Help others without seeking recognition

*Signals Benevolence, Reliability,
Low Self-Orientation*

STAY IN TOUCH

