

The 13 Behaviors of High-Trust Leaders

- 1 Talk Straight**
Tell the truth and demonstrate integrity.
- 2 Demonstrate Respect**
Show that you genuinely care; show kindness in little things.
- 3 Create Transparency**
Be genuine, open, and authentic. Don't hide information.
- 4 Right Wrongs**
Apologize and make restitution. Do the right thing.
- 5 Show Loyalty**
Give credit to others and be loyal to the absent.
- 6 Deliver Results**
Accomplish what you are hired to do. Don't make excuses.
- 7 Get Better**
Learn and improve. Be thankful for feedback and act upon it.
- 8 Confront Reality**
Meet issues head on; address the tough stuff directly.
- 9 Clarify Expectations**
Reveal, discuss, and validate expectations.
- 10 Practice Accountability**
Take responsibility for results; communicate how others are doing.
- 11 Listen First**
Listen before you speak and don't make assumptions.
- 12 Keep Commitments**
State your intent and then do what you say you'll do. Don't break confidences.
- 13 Extend Trust**
Don't withhold trust because risk is involved.