

Trust Behavior Cards

Print this file and cut out cards. Consider laminating.

FOLD CUT ✂

1 TALK STRAIGHT	
<p>WHAT IT IS... Being honest with others. Telling the truth with kindness.</p> <p>WHAT IT ISN'T..... Lying or deceiving others. Not telling the whole truth.</p>	<p>LOOKS LIKE.....</p> <ul style="list-style-type: none">• Kindly saying what you mean, even when it's tough.• Choosing your words with care. <p>SOUNDS LIKE.....</p> <ul style="list-style-type: none">• "Here's how I see things..."• "I think we should..."• "From my perspective..."• "I want to speak truthfully." <p style="text-align: right;">LeaderinMe®</p>

2 DEMONSTRATE RESPECT

WHAT IT IS...

Considering others. Showing kindness in the little things.

WHAT IT ISN'T.....

Not respecting or having concern for other people's feelings and ideas. Showing concern for some, but not for all.

LOOKS LIKE...

- Letting others know you care about their struggles.
- Celebrating others.
- Being kind to others, even the people who frustrate you the most.

SOUNDS LIKE.....

- "I appreciate you."
- "I'm excited about working with you."
- "You are really good at..."
- "What do you think?"

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3 CREATE TRANSPARENCY

WHAT IT IS...

Being real and genuine with others.
Admitting mistakes. Celebrating victories!

WHAT IT ISN'T.....

Hiding or trying to conceal information.
Pretending to have all the answers.

LOOKS LIKE...

- Making sure your words match your actions.
- Being honest with yourself and other about why you're doing things.

SOUNDS LIKE.....

- "Let me show you..."
- "My end in mind is..."
- "Things aren't going well right now."

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4 RIGHT WRONGS

WHAT IT IS...

Modeling humility. Making things right when you slip up. Remembering that nobody is perfect.

WHAT IT ISN'T.....

Denying or making excuses. Covering up or trying to hide mistakes.

LOOKS LIKE.....

- Admitting when you make mistakes.
- Taking ownership rather than making excuses.

SOUNDS LIKE.....

- “I’m sorry.”
- “It’s my fault.”
- “I apologize for...”
- “What can I do to make this right?”

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5 SHOW LOYALTY

WHAT IT IS...

Speaking as if the person you are talking about can hear you. Sticking up for those who aren’t present or able to stick up for themselves.

WHAT IT ISN'T.....

Taking credit yourself. Talking about others behind their back. Being two-faced.

LOOKS LIKE.....

- Using kind words to talk about others.
- Talking about others like you would if they were in the room.
- Resisting the urge to gossip.

SOUNDS LIKE.....

- “You did a great job. I’m going to make sure our class hears about this.”
- “We should talk about this when this person is here.”
- “Sounds like you need to talk to _____.”

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6 DELIVER RESULTS

WHAT IT IS...

Doing what you say you will do. Putting first things first and focusing on what is most important.

WHAT IT ISN'T.....

Performing poorly or failing to complete projects. Pretending to do work.

LOOKS LIKE.....

- Asking for help when you need it.
- Doing what you're asked to do.

SOUNDS LIKE.....

- "By our deadline, I will..."
- "What do we need to do?"
- "We're finished. Is this what you expected?"

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7 GET BETTER

WHAT IT IS...

Being a constant learner. Modeling continuous improvement. Getting and acting on feedback.

WHAT IT ISN'T.....

Relying on past successes. Never learning new things or never producing.

LOOKS LIKE.....

- Asking for feedback.
- Learning from mistakes.

SOUNDS LIKE.....

- "How am I doing?"
- "How can I get better?"
- "Thanks for the feedback."

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8 CONFRONT REALITY

WHAT IT IS...

Addressing the tough stuff with compassion. Modeling kindness and integrity.

WHAT IT ISN'T.....

Ignoring reality or acting like it doesn't exist.
Focusing attention on unimportant issues.

LOOKS LIKE.....

- Speaking up when there's an issue that needs to be addressed.
- Talking about the tough stuff.

SOUNDS LIKE.....

- "What are the facts?"
- "When you do this, the impact on others is..."

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9 CLARIFY EXPECTATIONS

WHAT IT IS...

Being clear about expectations.

WHAT IT ISN'T.....

Leaving expectations unclear. Making guesses rather than asking for clarification.

LOOKS LIKE.....

- Talking about goals and expectations.
- Checking for understanding.

SOUNDS LIKE.....

- "What exactly will we accomplish? By when?"
- "What do we care most about?"
- "What resources do we need to accomplish this?"
- "What do you see as the next steps?"

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10 PRACTICE ACCOUNTABILITY

WHAT IT IS...

Holding yourself accountable by taking responsibility for results, good or bad.

WHAT IT ISN'T.....

Not taking responsibility or owning up to mistakes. Blaming others.

LOOKS LIKE.....

- Asking others to hold you accountable.
- Posting your goals publicly.
- Not blaming others when things go wrong.

SOUNDS LIKE.....

- “I’m responsible for...”
- “How and when will we track progress?”
- “I’ll take responsibility for that.”

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11 LISTEN FIRST

WHAT IT IS...

Listening with your ears, eyes, and heart.
Listening to learn.

WHAT IT ISN'T.....

Speaking first and listening last. Not listening at all. Pretending to listen.

LOOKS LIKE.....

- Listening before talking.
- Not assuming you have all the answers.

SOUNDS LIKE.....

- “What I hear you saying is...”
- “Let me make sure I understand what you’re trying to say...”
- “You feel _____ about _____.”

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12 KEEP COMMITMENTS

WHAT IT IS...

Saying what you're going to do, and then doing it. Choosing commitments carefully.

WHAT IT ISN'T.....

Breaking commitments or promises.
Committing to more than you can deliver.

LOOKS LIKE...

- Keeping promises.
- Doing what you say you'll do.
- Finishing projects.

SOUNDS LIKE.....

- "I promise to..."
- "You can count on me to..."
- "I promise to _____ by _____."

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13 EXTEND TRUST

WHAT IT IS...

Extending trust by helping others try again when they fail.

WHAT IT ISN'T.....

Withholding trust. Acting like you trust others, but not giving others a chance.

LOOKS LIKE.....

- Trusting others, even those who seem untrustworthy.
- Valuing others.
- Sharing responsibilities with others.

SOUNDS LIKE.....

- "I believe in you."
- "I know you can do this."
- "We're depending on you."
- "You can talk to me."

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IDEA #1: USE EXPLICIT INSTRUCTION

1. Cut the cards apart and scramble the Trust Behaviors, definitions, and opposites.
2. Invite students to work with a partner or in small groups to match the definition and opposite to each behavior.
3. Debrief to check for understanding.

For the Virtual Classroom:

- Take turns reading a portion of one of the cards without naming the behavior. Use annotation, polling, or some other feedback tool to correctly identify the Trust Behavior being described.

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IDEA #2: MAKE A VISUAL

1. Distribute one card and one sheet of paper to each pair of students.
2. Have partner groups synergize to create a visual that captures their assigned Trust Behavior.
3. Present and display the visuals.

For the Virtual Classroom:

- Invite students to create visuals in Google Slides.

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IDEA #3: MAKE CONNECTIONS

1. Invite students to form small groups of three to four.
2. Distribute a deck of cards to each group.
3. Invite students to make a personal connection to one or more of the Trust Behaviors. They may share a time when they or someone they know did or did not use one of the Trust Behaviors and how that impacted trust in the relationship.

For the Virtual Classroom:

- Send students to virtual breakout rooms to engage in the learning.

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IDEA #4: CREATE AN ANCHOR CHART

1. Split a sheet of chart paper into four sections and label them “definition,” “non-example/opposite,” “looks like,” and “sounds like.”
2. Select one Trust Behavior and model how to record information related to that behavior in each of the four sections:
 - A three-to five-word definition
 - A non-example or opposite behavior
 - Notes on what the behavior looks like
 - Notes on what the behavior sounds like
3. Have students work in groups of three to four to create similar anchor charts for each of the remaining Trust Behaviors.

For the Virtual Classroom:

- Invite students to create their anchor charts in Google Slides.

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