

## Self-Reflection: Reflecting on Your Trust Behaviors

Demonstrating trustworthiness is critical if you want to successfully manage change, and you should periodically gauge how worthy of trust your own behavior is. You can use the following questions as a starting point.

- **Is my behavior predictable or erratic?**

Do people know what to expect from you? Do your actions match the values you espouse? Your actions should match your words and stay constant regardless of the situation or people around you.

- **Do I communicate clearly or carelessly?**

Some people speak without thinking of the impression their words leave behind and how they impact people's lives. When you speak without considering the impact of your words, people begin to think you are flippant and not worthy of trust.

- **Do I keep my promises?**

If you don't keep your promises, then neither will those who work with you. If people cannot tell what you value and will follow through on, confusion and mistrust will result.

- **Am I forthright or dishonest?**

No one trusts someone who lies. Honesty doesn't mean that you disclose everything when it isn't appropriate, but you need to be honest about what you can and cannot discuss.

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**Instructions:** List at least one action you can take to improve in each of the following areas.

To improve the predictability of my behavior, I can:

To improve the clarity of my communication, I can:

To improve the seriousness with which I treat my promises, I can:

To improve my forthrightness, I can: