



10 Habits of TRUSTED People

Self-Assessment

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(Part of the Online Course **TRUSTED at WORK**)



EMPATHY

I'm not very empathetic to other people. I can't understand them	1 — 2 — 3 — 4 — 5	I see things from the other person's perspective as if I were them
There is only one side to every story, and it is mine. I'm always right	1 — 2 — 3 — 4 — 5	There are two sides to every story, and mine might not be the right one
I often speak more than I listen	1 — 2 — 3 — 4 — 5	I listen more than I speak, and that's how I learn new things

- *Empathy is your ability to see things from the other person's perspective as if you were them*

SENSITIVITY

I am very sensitive, and my feelings often get hurt by what others say	1 — 2 — 3 — 4 — 5	I can take punches, and I don't get hurt or offended easily
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- *If someone (un)intentionally says or does something to hurt your feelings, it is 100% your decision to be offended, take it personally, become emotional, irrational, with absolutely nothing to gain*

SHARING vs. COMMUNICATING

All information in the organization must be controlled by and thru me	1 — 2 — 3 — 4 — 5	Information in the organization is accessible and available to all
Communication in the organization is very detailed, copying everyone	1 — 2 — 3 — 4 — 5	Communication is done of what's relevant, to whom it is relevant

- *Make information available and easily accessible*
- *Communicate what's necessary based on need and interest or the recipients*

SAY WHAT YOU MEAN

I say, "great job" even on things that are not great, not to offend anyone	1 — 2 — 3 — 4 — 5	I only say, "great job" when I mean it. When it's not great, I say so
To avoid hurt feelings, I tell people that "other people" said something	1 — 2 — 3 — 4 — 5	I do not project on other people. I own the feedback I provide others

- *Say what you mean, mean what you say, don't be mean when you say it*

AUTONOMY

I don't give people autonomy, because they will abuse it	1 — 2 — 3 — 4 — 5	I give people autonomy and trust that they will provide accountability
I give people autonomy to decide what task they want to perform	1 — 2 — 3 — 4 — 5	I give people autonomy to decide how to perform their tasks
I often say "this is (not) how we do things around here"	1 — 2 — 3 — 4 — 5	I don't enforce rules and processes that are too restricting for no reason
I prefer to share with people only their part of the overall project	1 — 2 — 3 — 4 — 5	I provide people the big picture of the project, so they see how they fit
I demand that people ask permission before they do anything	1 — 2 — 3 — 4 — 5	As long as it is within the big picture boundaries, no permission is needed

- *Autonomy should be to decide how to perform a task, and not what task to perform*
- *Stop saying "this is (not) how we do things around here"*
- *Stop demanding that people ask your permission before they do anything*
- *Provide the big picture and the boundaries that you are subject to*

ACCOUNTABILITY

If I don't have autonomy, I will only follow specific instructions / policy	1 — 2 — 3 — 4 — 5	If I don't have autonomy to do my job, I ask for it
I do exactly what I'm told even if it's not the best for the organization	1 — 2 — 3 — 4 — 5	I do what's best for the organization within the boundaries I'm given
I report everything I do in great detail, so nobody can complain later	1 — 2 — 3 — 4 — 5	I report what's needed, and assume I have autonomy with finer details
I ask permission as much as I can to protect myself later if things go bad	1 — 2 — 3 — 4 — 5	I ask permission only when I'm stepping outside the boundaries
When things go bad, I don't take responsibility and find who to blame	1 — 2 — 3 — 4 — 5	When things go bad, I own my own mistakes and point them out

- Learn how to say "my fault," "I was wrong," and "I don't know" without feeling ashamed
- Don't ask permission when you don't have to. Operate within the boundaries given to you
- Don't over report. Assume you are being trusted to do your job, and report what other people need to know to do theirs

OWN YOUR SIDE OF (MIS)COMMUNICATION

If someone didn't understand what I communicated, it's their fault	1 — 2 — 3 — 4 — 5	If someone didn't understand what I communicated, I didn't explain well
If I didn't understand what someone communicated to me, it's their fault	1 — 2 — 3 — 4 — 5	If I didn't understand what was communicated to me, it's my fault

- When you own your side of (mis)communications, you don't put the other person on defense, and they cooperate with you

KNOW HOW MUCH HUMOR TO USE

I use the same level of humor and sarcasm with everyone!	1 — 2 — 3 — 4 — 5	I limit the level of humor/sarcasm I use to current level of trust in me
I use the same level of humor and sarcasm any time	1 — 2 — 3 — 4 — 5	I consider the situation before using humor that might be inappropriate

- Using humor and sarcasm are generally good, and can help build trust, if used appropriately
- But they need to be supported by a level of pre-existing trust
- Do not be funny or sarcastic beyond the level of trust that already exists
- Know what is the appropriate time for humor or sarcasm

START WITH TRUST

People must show they are trustworthy before I ever trust them	1 — 2 — 3 — 4 — 5	I give people the benefit of the doubt and let them prove me right
I trust people blindly	1 — 2 — 3 — 4 — 5	I trust people first, but not blindly. I assess if they can be trusted
Even when I trust someone, I don't want them to know that	1 — 2 — 3 — 4 — 5	When I trust someone, I show them and make sure they know

- When you trust someone, they are more likely to behave in a trustworthy way to earn that trust and avoid cognitive dissonance. When you trust someone, show them that you trust them. Make sure they know that you do

KNOW WHEN TO GIVE UP

I never give up on a relationship in which I'm not trusted	1 — 2 — 3 — 4 — 5	If I tried everything, I know when I will never be trusted and give up
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- Not every person will trust you
- You can improve time, intimacy, positivity, and competence, but not having opposite values that can't be compromised

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