












## CAN YOU TRUST A VENDOR? WORKSHEET





### GENERAL IMPRESSIONS

<b>Incompetent</b>		<b>Highly Competent</b>
<b>Conflicting Values</b>		<b>Shared Values</b>
<b>BS during Interactions</b>		<b>Completely non-BS</b>
<b>Self-Centered</b>		<b>Focused on MY Needs</b>
<b>Infrequent/Brief Communication</b>		<b>Frequent/Detailed Communication</b>
<b>Text/Email Communication</b>		<b>Face-to-Face/Video Communication</b>
<b>I don't Trust Them</b>		<b>I Trust Them</b>

### BEFORE HIRING

I have never done business with them before <i>• Research!</i>		I have done business with them many times before
They don't seem to like what they do. They do it only for the money <i>• Find an alternative</i>		They are passionate about what they do. They love what they do
They have never done something like this before <i>• Have a conversation. See if they know what they are doing.</i>		They are very experienced in what I need them to deliver
They don't have certifications that's required for this job <i>• Don't hire!</i>		They have the top certifications required for this job

### AFTER HIRING

They seem to repeat the same mistakes over and over again <i>• Have a conversation • Consider replacing</i>		They learn from mistakes, apologize, and never repeat them
They reached out to me out of the blue. I haven't done research <i>• Do your research!</i>		I've done my own research and reached out to them
Missing schedules, over-budget, poor quality of deliverables <i>• Communicate expectations • Consider replacing</i>		Ahead of time, below budget, quality exceeding expectations
No reviews at all. Nobody I trust knows them <i>• Ask people you know • Ask them for references and check • Consider taking someone else</i>		Many positive reviews, references from people I know and trust a lot

No social media footprint, or one that show conflicting values		Strong social media footprint that shows values we share
<ul style="list-style-type: none"> <li>• Research LinkedIn, Facebook, etc.</li> <li>• Look for red flags</li> <li>• Consider not hiring</li> </ul>		
Must tell them everything and communicate detail		Able to predict my needs before I even ask for something
<ul style="list-style-type: none"> <li>• Communicate expectations</li> <li>• Consider replacing</li> </ul>		
We communicate very infrequently, and have very short interactions		We communicate frequently and with detailed interactions
<ul style="list-style-type: none"> <li>• Communicate more frequently</li> <li>• Share expectations in detail</li> </ul>		
We communicate over email, text, or other “words only” media		We communicate face-to-face or through video calls
<ul style="list-style-type: none"> <li>• Use video communications</li> <li>• Observe body language</li> </ul>		
Verbal/non-verbal communication inconsistency		Consistent verbal/non-verbal communication
<ul style="list-style-type: none"> <li>• Ask someone else to join the calls</li> <li>• Share concerns. Observe response</li> <li>• Consider replacing</li> </ul>		
My gut tells me something is very wrong, but I don’t know what		I have a very good feeling about them through interactions
<ul style="list-style-type: none"> <li>• Look for tangibles</li> <li>• Get someone else involved to validate</li> <li>• Consider replacing</li> </ul>		
Very high level of BS and self-centrism in our interactions		Very low level of BS and self-centrism in our interactions
<ul style="list-style-type: none"> <li>• Communicate expectations. Share concerns</li> <li>• Consider replacing</li> </ul>		

**MORE CONSIDERATIONS**

“The best way to find out if you can trust somebody is to trust them.” - Ernest Hemingway

“Trust, but verify.” - Ronald Reagan

Own your side of (mis)communication

“when people show you who they are, believe them the first time.” - Dr. Maya Angelou

**Know when to give up**

**The 8 Laws of Trust**



**1: Continuous**

**2: Contextual**

**3: Relative**

**4: Asymmetrical**

**5: Transferrable**

**6: Reciprocal**

**7: Dynamic**

**8: Two-sided**

