

Trust Building Behaviors

Trust-Building Behaviors	Trust-Lessening Behaviors
Encourages	Discourages people, put-down
Help others	Remain aloof or uninvolved
Listens	Ignores
Shares (thoughts, opinions, ideas)	Hides thoughts and feelings
Speaks frankly and directly	Indirect, vague, or devious in conversation
Consistent	Erratic or unpredictable
Cooperates	Competes, stresses winning
Acts an equal	Acts superior
Accentuates the positive	Emphasize deficiencies and negatives
Acts calmly under stress	Explodes, overreacts
Act spontaneously and authentically	Strategizing, manipulative
Offers empathy	Acts indifferent, cold
Fair and accurate	Evaluative and judgmental
Freeing and allowing	Controlling
Caring	Unconcerned
Friendly, smile	Standoffish, uninvolved
Accepts and tolerates	Criticizes, judges
Transparent, open, above-board	Covert, underhanded, sneaky
Open to new ideas and information	Close-minded, opinionated
Verbal-nonverbal congruency	Actions differ from words
Resolves conflicts	Threatens, punishes, acts vindictive
Empowers and builds people up	Cut others down, insults, ridicules
Treats people as individuals	Categorizes, stereotypes