Trust: The Key to Good Communication

A strong foundation of trust is one of the quickest ways to establish good communication. And communication is a good way to build trust. You see, it is a two-way street. Listed here are actions that you can take while communicating to build trust. Rate yourself on these actions.

- Ensure that your words and actions are congruent; avoid mixed messages.
- Act in ways that support the values of your organization.
- When having difficulty with another coworker or team member, go directly to that individual to discuss the situation. Be a straight shooter, discussing issues with that person rather than with others about the person.
- Be a sounding board on sensitive issues for others. Demonstrate strong listening capability.
- Share your own opinions and perspectives, even when they are different from the majority view.
- Avoid being a “yes” person.
- Keep your focus on the big picture and the shared goals of the organization.
- Accept accountability for your own actions and the results of those actions.
- Avoid blaming others. Instead focus on what can be done to fix the situation.

How well did you do? How consistent are you? If any of these skills need to be improved, begin today. Mark the one that you will start immediately.