

## Leadership Behaviors Known to Establish Integrity and Build Trust

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| 1. Model behavior you expect.                        | 11. Show appreciation.                     |
| 2. Admit limitations.                                | 12. Ask for input.                         |
| 3. Say hello & goodbye.                              | 13. Take what employees say seriously.     |
| 4. Smile and make eye contact.                       | 14. Maintain a positive attitude.          |
| 5. Communicate expectations clearly.                 | 15. Make time for personal check-in's.     |
| 6. Ask for and be open to feedback.                  | 16. Seek and care about employee opinions. |
| 7. Treat people at all levels with the same respect. | 17. Be flexible in your demands.           |
| 8. Behave consistently.                              | 18. Support professional development.      |
| 9. Listen more than talk.                            | 19. Say sorry.                             |
| 10. Share successes and credit with team.            | 20. Say "I don't know" - then find out.    |

### Exercise: Getting to Better Trust

1. Take a moment to distribute this list to staff and team members. Ask them to identify the behaviours that are most important to them.

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2. Once you have learned which behaviours are most important to them, choose two or three that you could start working at to develop further.

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