Communications Patterns to Build Trust & Openness

<u>Honestly</u> assess yourself on <u>how frequently</u> you practice these communication patterns that build or break trust & openness. Share with a work team member when done.

Optimal Communication Patterns to Build Trust & Openness (Rate: <u>H</u>igh, <u>M</u>edium, <u>L</u>ow)

————— My communication is open, direct, timely, and specific.

————— I make commitments and then keep them.

————— I am consistent in my words and deeds.

————— I am transparent. You always get the Real Me.

————— I strive not to have hidden "agendas" with others.

————— I believe in people's basic goodness; I assume positive intent from them; and I am willing to work through the differences I have with them.

————— I encourage others to give me frequent feedback and coaching.

————— I provide positive feedback; and I provide constructive feedback as a team member needs it.

————— I communicate my needs specifically (for tasks and for interpersonal relationships).

————— I address issues as they come up directly, and seek clarity and understanding.

————— I can be counted on to support people before management, customers, others, etc.

Self Defeating Communication Patterns to break Trust (Rate: <u>H</u>igh, <u>M</u>edium, <u>L</u>ow)

————— I am not "trustworthy". I lie, cover up, pretend, or avoid.

————— I withhold my real feelings, and issues, about another's behavior.

————— I blame and accuse others when problems occur. (I also use email to blame and criticize too).

————— I use anger, and angry words, to get "my way".

————— I engage in "triangular talk": It's O.K. to talk or complain about other people behind their back.

————— Outwardly, I agree to things I don't believe in; later, I resist and don't follow through.

————— I have difficulty being clear.   I sometimes give people "mixed messages".

————— I don't express what I need for me to work better with the team.

————— When pressure hits, I don't keep my agreements and make excuses.

————— I am inconsistent in what I say, and what I finally do.