



## Leader Coaching and Discussion Guide - *Trust*

Trust is the extent to which a leader places an appropriate level of trust in employees, sets examples by being reliable, fulfills commitments and obligations and maintains confidences.

This coaching and discussion guide can help you conduct effective leader coaching sessions to document and keep track of the commitments made together and to make sure follow through happens and action plans are aligned with job/role priorities.

<p><b>Recommendations for Leader:</b> This section provides suggestions for development activities to help make the leader more successful with this RemotePro dimension.</p>	<p><b>Action Plan:</b> Clearly define job responsibilities, tasks to be completed, and deadlines.</p>
<i>Trust</i>	
<p>1. <b>Lead by example.</b> Work hard to keep commitments, complete tasks on time, and be forthright in communication to coworkers and clients.</p>	<p><i>Action Items:</i></p> <ul style="list-style-type: none"> <li>• <i>Ask: What do you think of these recommendations?</i></li> <li>• <i>What can I do to support you?</i></li> </ul>
<p>2. Be <b>truthful with yourself and others.</b> Don't be afraid to admit shortfalls and mistakes.</p>	
<p>3. To the extent allowed, <b>be transparent with team members and clients.</b> Avoid shifting blame or making excuses for mistakes. Acknowledge, apologize, and work toward a solution.</p>	
<p>4. <b>Keep appointments.</b> Arrive on time for meetings and appointments, calls, and other scheduled activities.</p>	
<p>5. Avoid sharing <b>privileged information.</b> Become a reliable confidante for team members.</p>	
<p>6. Avoid <b>speculation and gossip.</b> Don't be afraid to respond "I don't know" when asked a question that you don't have an answer for.</p>	
<p>7. Be emotionally <b>steady.</b> Be a <b>source of comfort</b> for teammates. Try not to let emotions get the best of you, even in intense situations.</p>	
<i>Your Role</i>	
<p>8. Provide <b>clear goals</b> for yourself and your team. Make sure you communicate the importance of completion, and the consequences of failing to complete.</p>	<p><i>Action Items:</i></p> <ul style="list-style-type: none"> <li>• <i>What can you do to show your employees that you are placing trust in them?</i></li> <li>• <i>Believe employees and give them the benefit of the doubt, when reasonable.</i></li> </ul>



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### Recommendations for Leader:

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### Action Plan:

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### *Your Role (continued)*

8. Practice the principle of **“under promise and over deliver”** - don't promise outcomes you cannot control, then fall short of expectations. Instead, provide realistic targets, then try to exceed those expectations.

#### Action Items:

- *Get to know your employees on a personal level. Learning more about their interests and hobbies will create a closer relationship to foster trust.*
- *What can I do to support you?*

What steps (goals) can you take immediately to begin working on some of these development opportunities?

What do you plan to have accomplished within the next 30-days regarding these steps and your development goals?