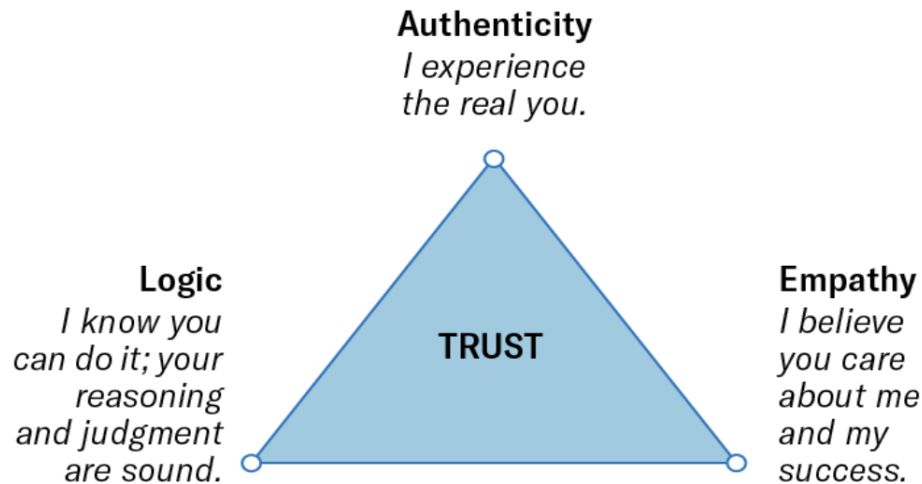


Self-Assessment: Three Drivers of Trust



From: "Begin with Trust," by Frances Frei and Anne Morriss, May-June 2020



Identify Your Trust Wobble

Developed by Kate Hilton and Courtney Bishnoi, American Health Care Association.

Driver	Behavior Wobble	Frequency of Behavior Wobble			
		Consistently	Sometimes	Rarely	Never
Empathy	Do you micromanage?				
	Do you multi-task during conversations?				
	Do you fail to ask people for their opinion?				
	Do you fail to jump to provide solutions?				
	Do you show a lack of interest in others' learning & growth?				

Authenticity					
	Do you fail to show up for others?				
	Do you take credit for others' ideas?				
	Do you withhold information?				
	Do you appear inauthentic to your staff?				
	Do you have difficulty seeking or accepting constructive feedback?				
	Do you humiliate or punish staff for speaking up?				
	Do you withhold information?				
	Do you withhold information?				
	Do you have a hidden agenda?				
Logic	Do you have challenges in communicating consistently, effectively & regularly?				
	Do you say one thing but do another?				
	Do you exercise poor judgment?				
	Do you demonstrate an inability to deliver?				
	Do you offer criticisms without solutions?				
	Do you change expectations in protocols or deliverables				

	without explaining why the change matters?				
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