

# High Trust Relationships – The Braving Inventory

**References:** Brene Brown – Braving the Wilderness; Stephen Covey – The Speed of Trust

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| <b><u>Boundaries</u></b>     | <p><b>You respect your own boundaries, and you respect the boundaries of others. When you are not clear about what is okay and not okay, you ask; you want others to do the same.</b></p> <p>Boundaries are HUGE. In a nutshell, they help us let the good stuff in and keep the bad stuff out— “stuff” being people, experiences, information, emotional states, and more. Sometimes the people we need to set boundaries with the most, are the ones who don’t know or don’t respect the concept. Trust cannot exist without boundaries.</p> <p>To set boundaries tell the truth and demonstrate integrity. Let people know where you stand. Use simple language. Call things what they are. Don’t manipulate people or distort facts. Don’t spin the truth. Don’t leave false impressions. Be willing to say no.</p> <p><b>Examples of what to say:</b></p> <ul style="list-style-type: none"> <li>• Here’s how I see the situation...</li> <li>• This is what I feel strongly about...</li> <li>• I suggest we do the following...</li> <li>• These are the facts as I see them...</li> <li>• From my perspective...</li> <li>• I respect you and I want to talk straight with you.</li> <li>• My intent is to be candid with you.</li> <li>• Let me tell you what I’ve observed...</li> <li>• This is what I understand...</li> </ul> |
| <b><u>Reliability</u></b>    | <p><b>You do what you say you’ll do. At work, this means staying aware of your competencies and limitations, so you don’t over promise and are able to deliver on commitments and balance competing priorities.</b></p> <p>To be reliable increase your capabilities by:</p> <ol style="list-style-type: none"> <li>1. Running with your strengths (and with your purpose)<br/>Simply identify your strengths (Whether they be Talents, Attitudes, Skills, Knowledge or Style) and then focus on engaging, developing and leveraging what’s distinctly yours.</li> <li>2. Keep yourself relevant<br/>You need to be engaged in lifelong learning. Unless you are continually improving your skills, you are quickly becoming irrelevant and when you are irrelevant, you are no longer credible and without credibility, you won’t sustain trust.</li> <li>3. Know where you are going<br/>To know where you’re going and to have the capabilities to get there is another way of demonstrating competence. Competence, coupled with character, creates a credible leader who other will follow – not because they are forced, but because they are inspired to do so.</li> </ol>  |
| <b><u>Accountability</u></b> | <p><b>You own your mistakes, apologise, and make amends.</b></p> <p><i>To know what is right and not to do it, is the worst cowardice. - Confucius</i></p> <p>Is more than simply apologising; it is also making restitution. It is making up and making whole. It is taking action. It is doing what you can to correct the mistake...and then a little more. Demonstrate personal humility. Don’t cover things up. Don’t let pride get in the way of doing the right thing.</p> <p><b>Some tips to consider:</b></p> <ul style="list-style-type: none"> <li>• The next time you make a mistake, pay attention to your response. Are you trying to ignore it, justify it, and/or cover it up?</li> <li>• Give some thought to your past. Are there wrongs that haven’t been righted?</li> <li>• The next time someone has wronged you, be quick to forgive. Try to make it easier for others to Right Wrongs. Not only will this help them, but it will also help you.</li> </ul>   |

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| <p style="text-align: center;"><b>Vault</b></p>        | <p><b>You don't share information or experiences that are not yours to share. I need to know that my confidences are kept, and that you are not sharing with me any information about other people that should be confidential.</b></p> <p>There are so many reasons we share information that is not ours to share: to be "in the know", to gain approval, to feel important, to hurt someone else, to make small talk, to try to build a bridge of connection. The "Vault" might be one of the most tender areas of trust-building – The most easily pierced and the hardest to heal. Speak about other people as if they were present. Represent others who aren't there to speak for themselves. Don't 'bad-mouth' others behind their back. When you must talk about others, check your intent. Don't disclose others' private information.</p> <p><b>Examples of what to say:</b></p> <ul style="list-style-type: none"> <li>• We should talk about this when this person is here.</li> <li>• I'd rather talk with her directly than talk about her.</li> <li>• Sounds like you need to speak to _____ directly. (Kills gossip.)</li> </ul>               |
| <p style="text-align: center;"><b>Integrity</b></p>    | <p><b>You choose courage over comfort. You choose what is right over what is fun, fast, or easy. And you choose to practise your values rather than simply professing them.</b></p> <p>Tell the truth and demonstrate integrity. Let people know where you stand. Use simple language. Call things what they are. Don't manipulate people or distort facts. Don't spin the truth. Don't leave false impressions. Don't have hidden agendas. Don't hide information. Be open and authentic. Be transparent about not being able to be transparent. Operate on the premise of "what you see is what you get."</p> <p><b>Examples of what to say:</b></p> <ul style="list-style-type: none"> <li>• My intent is...</li> <li>• My agenda is...</li> <li>• I intend to be open and forthright about this</li> <li>• This is what our team is all about...</li> <li>• The outcome I have in mind is...</li> <li>• These are the hard facts...</li> <li>• Let me show you the data...</li> <li>• Disagree with me on this...</li> <li>• Because of legal/compliance considerations, this is all I can say...</li> <li>• Things aren't going well right now.</li> </ul> |
| <p style="text-align: center;"><b>Nonjudgement</b></p> | <p><b>You ask for what you need and listen carefully to what others need. We can talk about how we feel without judgment.</b></p> <p>Not being afraid of judgment when you admit, "I don't know," requires great trust in the person you are facing. Conversely, steering clear of judging others when they admit, "I don't know that much about that," can require an openness of mind that has to be cultivated consciously.</p> <p><u>Listen First</u></p> <p>Listen before you speak. Understand. Diagnose. Listen with your ears – and your eyes and heart. Find out what the most important behaviours are to the people you're working with. Don't assume you know what matters most to others, and don't presume you have all the answers – or all the questions. Use TED – Tell me more; Explain that to me; Describe that for me so that I can understand.</p>  |
| <p style="text-align: center;"><b>Generosity</b></p>   | <p><b>You extend the most generous interpretation possible to the intentions, words, and actions of others.</b></p> <p><i>"Level 5 leaders look out the window to apportion credit to factors outside themselves when things go well (and if they cannot find a specific person or event to give credit to, they credit good luck). At the same time, they look in the mirror to apportion responsibility, never blaming bad luck when things go poorly."</i> – Jim Collins</p> <p>Give credit to others. Acknowledge them for their part in bringing about results. By giving credit, you not only affirm the value of an individual's contribution, but you also create an environment in which people feel encouraged to be innovative and collaborative and empowered to freely share ideas.</p> <p><b>Practise Gratitude</b></p>   |