



THE RESPECT FRAMEWORK FOR BUILDING TRUST

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R

RELATIONSHIP

R stands for relationship in the sense that building trust requires a leader to create genuine and authentic relationships with and among team members. A team-building event here and there is not enough. You must build real relationships with your team members and encourage them to do the same with one another. It is worth going the extra mile. Every day!

E

EMOTIONAL INTELLIGENCE (EI)

E stands for emotional intelligence. EI helps you build authentic relationships. It is the ability to understand the way people feel and to use this understanding to make good judgments. Actively listening to what your team members say and putting yourself in their shoes can go a long way.

S

SKILLS

S stands for skill set. While strong leadership cannot be reduced to being competent and knowledgeable, having a strong skill set is important. Strong skills enable you to ask the right questions, give guidance, and make tough calls. Never stop working on your skills, including your leadership skills. Leadership skills can be learned.

P

PROFESSIONALISM

P stands for professionalism. If you behave professionally, your behavior can bolster your trustworthiness and boost your leadership effectiveness. Never act unprofessionally. It will backfire and destroy trust. If you have to choose between what is right and what is wrong, you know what to choose.

E

EMPOWERMENT

E stands for empowerment. If you want your team members to be motivated and feel trusted, you must provide them with the resources they need to achieve their goals. And you must delegate important tasks to them. Allow them to make important decisions themselves.

C

CONSISTENCY

C stands for consistency. Effective leadership is not shipped by Amazon Prime. If you want to create trust, you must be a role model every day. Always set a good example! Do what you say you will do! Keep your promises! Follow through on commitments! Walk the talk!

T

TRANSPARENCY

T stands for transparency. Being transparent and telling the truth is not always comfortable. It may mean criticizing and upsetting team members. It may mean you admit you need help. It may require you to be vulnerable. No wonder so many leaders have a hard time being transparent. But effective leadership demands it.