

Leading with Trust: Your 30-Day Experiment

GOAL

To develop a new habit in an area of trustworthiness where you have the most room to improve.

SPECIFICS

Focus on your greatest opportunity: choose either [Credibility, Reliability, Intimacy or Self-Orientation](#).

TIPS

- Make your experiment simple and FUN
- Choose one thing to try; don't pile on
- Be very specific about what you're going to practice—"Be a better listener" is too general
- Work the muscle every day, or twice a week, or 8 times in the next 30 days—you decide, just commit and stick to it
- It's ok to experiment on/with people outside of work. The goal is to form the habit; it doesn't really matter how and with whom

SOME EXAMPLES

Choose **one experiment** from the list below or design your own.

Credibility
a) Write one short blog a week that shares your lessons learned with others (whether you publish it or not matters less; just write it)
b) Do 10% more preparation than you normally would for every meeting
c) Share your passion, not just your expertise, in your next 5 presentations
d) Name It and Claim It with 5 people you've been avoiding, or been indirect with
e) Keep a daily journal of your observations of others who have "presence," what they do to convey that, and how you might adopt some of their habits
f)
g)
h)

Reliability
a) Document the promises you make and regularly provide status to those who were promised (try the ol' index-card-in-the-pocket approach)
b) Assess and prioritize your to-do list every Monday, Wednesday, and Friday
c) Make three small promises a week and consistently follow through
d) Create a new routine in at least four relationships (such as regular meetings, status emails)
e) Arrive five minutes early to every scheduled meeting
f)
g)
h)

Intimacy

- a) Practice “Everyday Empathy”
- b) Take a new risk three times a week
- c) Ask 10 people for informal feedback on their experience of working with you
- d) Pay compliments to 10 strangers
- e) Remove "but" from your vocabulary for a month (written and spoken); notice what happens
- f) Personalize all your emails before you hit “send”
- g) When you ask “How are you?” every day, really listen for the answer; then be real when *you* answer
- h) Have one meeting a week where listening is your only goal
- i) Choose eight teleconference calls where you will deliberately pause between sentences
- j) Address people by name at least once a day
- k) Write empathetic comments on Facebook
- l) Send 10 hand-written notes
- m)
- n)
- o)

Self-Orientation

- a) Make a list of 20 questions you could ask your clients (or colleagues) to learn more about them, then schedule time with at least five people to ask them
- b) Practice one random act of anonymous kindness every day (key: you don’t get the credit)
- c) Call 10 people just to say hello and find out how they are (and start with a caveat if it feels odd to do it, such as “I know I’m stepping way outside the norm here ...”)
- d) Bring Play-doh to meetings
- e) Allow others to finish their sentences/thoughts before you interject (even if you’re interjecting to empathize)
- f) Practice the mantra, "If it works out, great; if not, there will be something else."
- g) Deliberately drive behind a slow-moving vehicle on the highway (to master patience)
- h) Bring a partially-completed agenda to every meeting you attend where you own the agenda; save the top two slots for what *they* want to add
- i) Employ a technique to help you sloooooooow down in conversations (counting to three, crossing your fingers, taking notes instead of speaking) at least three meetings a week
- j) Journal for 5 minutes each day at beginning or end of the day; take time to reflect (about anything)
- k)
- l)
- m)

OBSERVATIONS

Use the space below to reflect on, and track, your progress.