

## 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.

<b>Credibility</b>
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)

<b>Reliability</b>
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.