

Building Trust and Credibility With Others

Your credibility with others is based on how you communicate with them and how you follow up on that communication.

Do you keep promises?

- Never make a promise you can't keep. When you break a promise, you damage trust in a way that's hard to repair.
- If something happens and you can't keep a promise, let the person know as soon as possible.

Do you listen?

- When people know you're really listening, it increases their trust in you. When they can trust you to pay attention to what they're saying, they can trust you in other matters.
- Listening is more than a matter of hearing words. Notice how people respond to you, when they're most receptive and the types of communication they respond to best.

Do you keep confidences?

- When people trust you, they're likely to share confidences.
- Keep private information to yourself, unless it's a matter you're required by company policy to report.
- Trust can take a long time to develop and a moment to destroy.

Do you accept feedback gracefully?

- Someone who criticizes you may feel he or she is taking a big risk. Even if you don't agree with the person's assessment, receiving it with an open mind will improve your credibility.

Do you follow up on people's concerns?

- Listening sympathetically and thoroughly to what people say is helpful
- When you can't do anything about the problem or the best course of action is to do nothing, invite the other person to suggest a solution.

Do you build trust and credibility with your supervisors?

- When building trust and credibility with your supervisor, use your skills in keeping confidences, accepting feedback, following up, listening and keeping promises just as you do with others.

Do you practice damage control?

- One "slip-up" in communication can do lasting damage to your credibility. When things aren't going well, you need to be especially careful about communication.
- If you "slip-up", take immediate steps to repair the damage. Review the situation to avoid such mistakes in the future.
- If you make a mistake, apologize. Saying "You're Sorry" is not a sign of weakness and will raise your esteem in the eyes of others.

For assistance or to access these consultation services call First Sun EAP at **800-968-8143** or in Greater Columbia **803-376-2668**.