

"Can I Count On You?" Reliability Builds The Trust You Need to Lead Others

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Trust - The Foundation of Leadership, which is earned slowly over time.

Reliability – The Basis of Trust. When you are reliable, people trust you quicker and will continue to trust you when mistakes and challenges happen. Can people count on you? How valuable is "your word"? Do you accomplish what you committed to do? The 3 attitudes and 3 actions of Reliable Leaders:

1. The Little Things Are Everything

- Examples: being on time, returning a borrowed item, calling back when promised, remembering birthdays, coming to class, work or meetings prepared, dressing up for the spirit day, organized work area, filing correctly, proof reading.
- If others can't count on you to be on time for class, remember to get a receipt, or return a call, why would they think you are "reliable" for anything "bigger"? Successfully accomplish smaller tasks so you can take on bigger tasks.

2. Honesty... and then Fix It!

- No one is perfect. Leaders make MORE mistakes than others. Accept responsibility! Don't pass off the blame through "little white lies". It's not the SCREW UP that infuriates people, it's the COVER UP.
- Apologize and then move to fix the problem right away. Former NBA player Manute Bol was famous for coining the phrase, "my bad". Be honest about your errors to others AND to yourself so you can improve!
- North America's oldest and largest investment firms, www.bvp.com/portfolio/antiportfolio actually lists its past mistakes! Why? It shows its clients that they can be trusted to be HONEST!

3. Share Your Care

- Put yourself in the shoes of those around you and get excited about other people's lives! Be an example of empathic listening to your friends, classmates and leadership team so you understand what is important to them.
- Reliability is "being there" for people. The exciting thing is that if you care about what is important to others, they are more likely to care about what is important to you! Be the "#1 Fan" of your friends, family and school!

4. Write It Down!

- The daily use of organization tools that allows you to note "to do's" in conjunction with a calendar. Arrive at the meeting, class or work prepared to take notes! Make note of leadership tasks, school work, conversation topics and personal commitments to friends and family. Make sure as you speak to someone, write it down in your notes right away, even if it means taking a few extra seconds and saying "Hang on, let me write that down".
- Let's say you have committed to a date in your notes to get back to a friend about social plans or your advisor with a price quote. The day arrives but you are still waiting on an answer. Still contact them to tell them the situation. This way you're viewed as being reliable enough to meet your commitment even though you don't have an answer yet.
- Every time you are talking to someone new, whether it's personal or for leadership, note that person's/company's contact information in your planner/smart phone. Include notes to help you remember them.

5. Make Others Look Reliable

- Reliability key #4 is when you write down your commitments to others. In point #5, you make the jump to leadership by noting other people's commitments to you. People will often commit to you a date by which they'll call or contact you with an answer on an item. Make note of those commitments so everyone reaches your goals.
- When doing follow up avoid saying "remind" as it implies they've forgotten. Use statements like "how it's coming with" or "what's going on". If something goes wrong or gets delayed because someone didn't get back to you, ask yourself this question: "did I help their reliability by providing friendly reminders?" Be organized for others!

6. The Three R's: Remember, Reply, Return the Favour.

- When people contact you, write it down and return the text/email/call as prompt as possible! A quick reply works! Have an "attitude of gratitude" - send notes of thanks and personally approach people and share sincere appreciation.
- Return the favour and help others, especially when you haven't been asked! When someone receives thanks, favours, and kind and thoughtful actions from you, they are far more likely to be reliable for you in the future.
- What's most important is that it's a fantastic way to live life: an attitude of "servant leadership" of helping others!