



Trust Deposit Checklist: Actions that Show You Care

Care Completes What Empathy Starts...

Caring Behaviors/Actions that Build Trust	Want to Improve
1. Makes and keeps promises	
2. Is loyal to those people who are absent (who can't speak for themselves)	
3. Admits mistakes and apologizes	
4. Shows humility and is willing to learn (admits what they don't know)	
5. Shows kindness and respect to everyone	
6. Is inclusive and invites others to participate	
7. Listens and asks exploratory questions first, before making judgments	
8. Makes an effort to get to know new colleagues (seasoned ones, too)	
9. Pays attention and puts away distractions when listening	
10. Offers to help colleagues	
11. Praises colleagues in front of others	
12. Notices colleagues' mental well-being	
13. Asks for advice and feedback, assuming positive intent	
14. Makes effort to remember what someone says from one situation to the next (listens across time)	
15. Encourages constructive criticism	
16. Acknowledges the whole person (inside and outside of work)	
17. Encourages participation in meetings from those who work remotely	
18. Shows compassion for all colleagues, including managers	
19. Creates an environment seeking out different perspectives so that all voices in the room are heard	
20. Includes others in decisions that impact them	