

# LEADING THROUGH UNCERTAINTY

## A 12-POINT CHECKLIST FOR BUILDING AND MAINTAINING TRUST

### 1 **Credibility (My Words):** Am I being trustworthy in what I am saying?

**Being credible right now means being current.**

- Am I familiar with the most recent developments pertinent to the situation at hand?
- Do I know my organisation's point of view so that I am speaking in alignment with it?
- Am I being authentic, transparent and direct (e.g. when I don't know I say so)?

### 2 **Reliability (My Actions):** Am I walking my talk?

**In the current environment a lack of reliability heightens anxiety. Reliability creates an anchor of certainty.**

- Am I doing the right thing rather than just focusing on a specific outcome?
- Am I setting and gaining buy-in on clear and realistic expectations and role modelling them?
- Am I consistently role modelling good time management?

### 3 **Intimacy (My Emotions):** Am I building psychological safety?

**In the face of uncertainty there is a heightened sense of vulnerability. Emotional connection builds trust.**

- Am I listening with genuine empathy to each person I speak to?
- Am I behaving like a person, not a job title?
- Am I role-modelling being vulnerable at the appropriate times?

### 4 **Selfless-orientation (My Motives):** Am I acting selflessly?

**Think people first. We are all facing into a existential threat.**

- Am I truly seeing things from their point of view?
- Am I considering others at work as fellow humans facing into the same concerns?
- Am I being truly caring and compassionate?