



BUILDING AN ENVIRONMENT OF TRUST

A 60-minute Webinar

1) Why is an environment of trust important to ***your*** library?

2) If there is no trust among internal customers, it will be difficult to establish trust with

_____customers.

3) One of the primary building blocks of trust is _____.

○ Even small fibs and _____ can destroy trust.

○ Honesty involves _____ of dealing with your customers, even if it makes you look bad.

○ _____ communication is a form of honesty.

○ Open communication does not mean you should share everything:

Ø _____ information

Ø _____ information

Ø _____, _____ opinions

Ø _____

○ Don't _____, which can happen almost unconsciously.

4) Be _____.

- _____
- _____
- _____
- _____
- _____
- _____

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- 5) Have a _____perspective.
 - 6) Focus on _____, not people and personalities, when solving problems.
 - 7) Be a good _____:
 - _____
 - _____ them
 - ask good _____
 - give them your _____
 - 8) Consider all stakeholders as _____.
- Who are your stakeholders?
- _____
- How can you treat them as equal partners?
- _____
 - _____
 - _____
 - _____
- 9) Do what's _____.
 - 10)Respect them as _____ individuals.
 - 11)Deal with the _____.
 - 12)Give them _____ they ask for.

What area(s) of trust might you be able to improve upon? _____

What specifically will you do differently to improve in that area? _____
