## Activity 3-1: How Trust Contributes to Service Excellence

### Instructions

Working as a group, together we will identify how each trust behavior contributes to service excellence by mapping the trust behaviors to the service excellence categories and behaviors.

#### **Trust Behaviors**

Talk Straight	Demonstrate Respect	Create Transparency
Right Wrongs	Show Loyalty	Deliver Results
Get Better	Confront Reality	Clarify Expectations
Practice Accountability	Listen First	Keep Commitments

**Extend Trust** 

Knowledge and Credibility	Trusted Advisor	Interpersonal Skills	Professionalism

# Activity 3-2: Self-Assessment

### Instructions

Step 1: Rate how often you apply each trust behavior: Always, Sometimes, Rarely or Never.

Trust Behavior	Always	Sometimes	Rarely	Never
Talk Straight				
Demonstrate Respect				
Create Transparency				
Right Wrongs				
Show Loyalty				
Deliver Results				
Get Better				
Confront Reality				
Clarify Expectations				
Practice Accountability				
Listen First				
Keep Commitments				
Extend Trust				