

Six Dimensions of Trust

- ◆ **Competence:** Having the ability to do what you say you can do
- ◆ **Consistency:** Being predictable
- ◆ **Courage:** Facing risk without giving into fear
- ◆ **Caring:** Showing regard to the needs and well-being of others
- ◆ **Composure:** Demonstrating confidence, focus and poise
- ◆ **Character:** The total quality of an individual's behavior

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Decision Table

Type	Pros	Cons
Command	Quick	- One perspective - Can be ill-informed - Sacrifices buy-in
Consultative	- Fairly quick - Somewhat informed	- Must involve the right people - Must get quality feedback
Consensus	- Can produce high-quality decisions - Can produce buy-in	- Time consuming - Difficult - Group must be open and honest - Can hurt relationships
Delegated	- Responsibility and trust are given - Frees up time - Can grow others	- Outcomes depend on clear guidance and/or ability of others - Requires high level of trust

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