

2015 a year of Reinvigorating Trust





How wonderful it is that notody need wait a single moment before starting to improve the world



Anne Frank



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"You can count on me"



Trust is not a right, but a privilege earned by proving you are trustworthy LEADERSHIP

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Seven ways to train yourself to build trust in others

- 1. Be calm, de-stress
- 2. Think encouraging thoughts
- 3. Use eye contact
- 4. Use the right tone of voice
- 5. Train your brain to really listen
- 6. Express genuine appreciation
- 7. Seal it with a smile





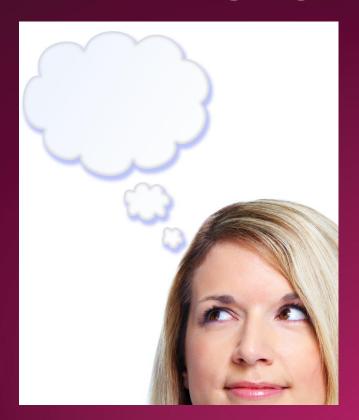
1. Be calm, de-stress

Stress Uptightness Anger Shut down



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2. Think encouraging thoughts





Negative thoughts interfere with the brain's language processing, listening and speech



...leading to defensiveness and distrust







Thinking positive thoughts about the other person, yourself, the topic in hand, can help you succeed in personal and business relationships



3. Use eye contact



Stimulates the brain's social network circuits, reduces stress/increases sympathy hormones





Fear

Sadness

Intentionally looking helps you quickly respond to the 7 basic facial expressions

Surprise

Disgust

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4. Use the right tone of voice



Lower your voice, speak gently and slowly – your listener will respond with greater openness and trust



5. Train your brain to really listen



Listening is difficult because of habitual focus on ourselves and our interests through constant self-talk





- Most people cut in before speaker finishes
- Even doctors, trained to listen, cut patients off before they have been fully heard (average 23 seconds)



6. Express genuine appreciation



- Interactions are mutually satisfying when people are in basic agreement
- First words set the tone
- A compliment can create trust
- End with a phrase that conveys genuine appreciation



7. Seal it with a smile

Your face reveals your feelings



Memories & thoughts of people you love create facial expressions that convey kindness, compassion and interest, stimulating trust and openness in others



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