



STABLE KERNEL

Trust Triangle

PROVOCATION 3

Disappointment

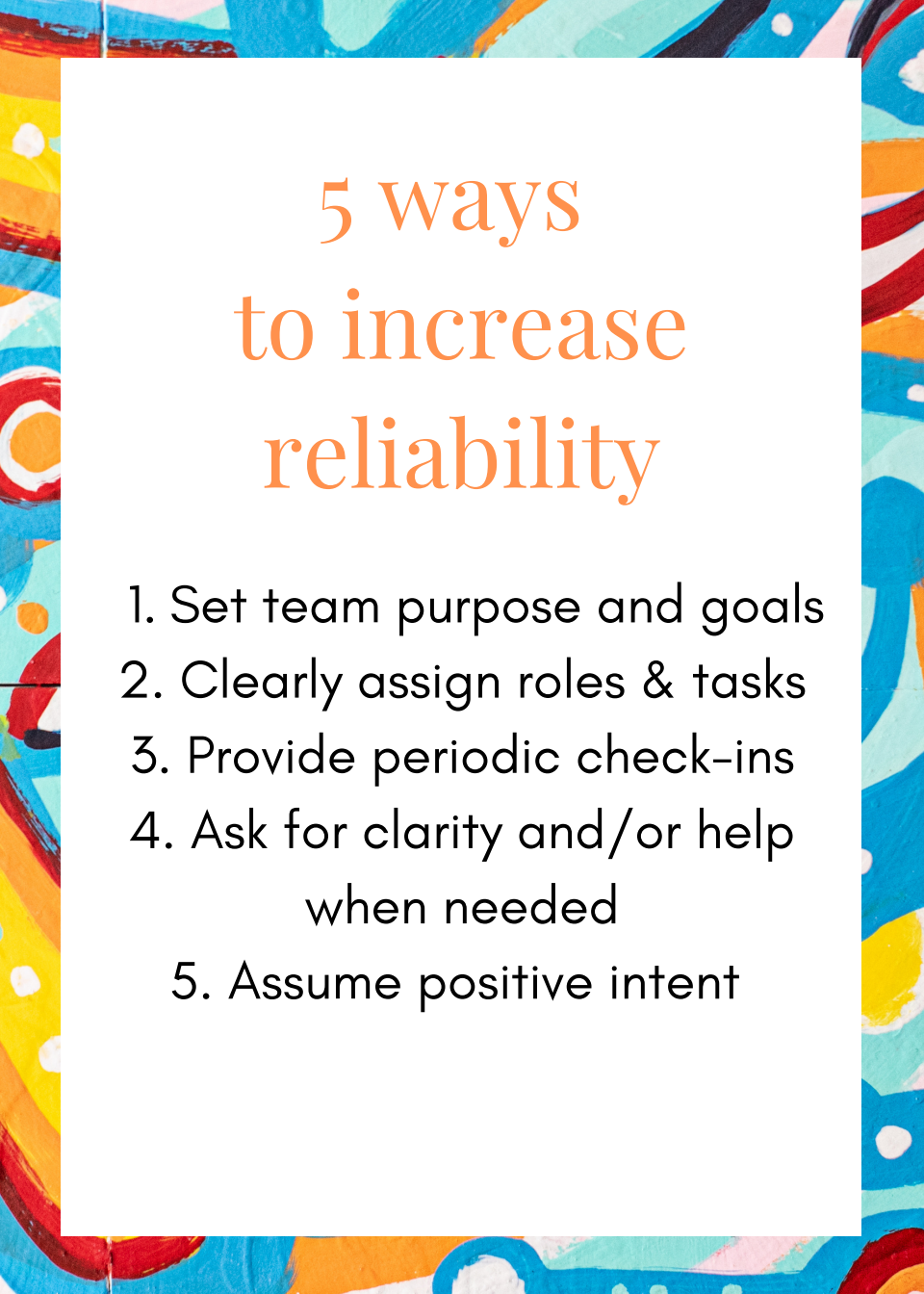
is unmet expectations, and
the more significant the
expectations, the more
significant the
disappointment.

- Brené Brown -

Oftentimes, we are the keeper of whether or not a person can be considered reliable.

When we fail to communicate our own expectations, we set people up for failure.

Communicating our expectations is one way we can build trust with others.



5 ways to increase reliability

1. Set team purpose and goals
2. Clearly assign roles & tasks
3. Provide periodic check-ins
4. Ask for clarity and/or help
when needed
5. Assume positive intent