

PREDICTABILITY & RELIABILITY

40. The members of this team follow through on their commitments

CONVERSATION STARTERS FOR TEAM DIALOGUE

- How do we know when a team member has met his/her commitments?
- How do we know when a team member is committed to his/her goals?
- How do we communicate what each other's commitments are?



Fulfilling commitments

TrustTalk™

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SUGGESTED TO-DO'S

- Use team time to write out what each member has committed to do, including measures and timelines. Distribute to all team members and check overall team progress on a scheduled basis. A large part of trust is the idea that you can count on others to deliver on commitments.
- When new priorities arise, revisit the team and individual commitments. Be sure to determine if the team has to stop doing something in order to meet the new priorities.

Leader: Reward team members who meet their commitments by publicly thanking them. If someone consistently fails to meet commitments, meet with them one-on-one to explore the reasons.