

Adapted from  
**Real Inter-Personal Communication: *The Fragile Element***  
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Tips for Better Communication and Building Trust

Trust is based on consistency and knowing what to expect. Following are a few examples of simple strategies that build positive relationships and help others trust us. None of them are 'new' or 'difficult.' **The key is awareness and remembering to do them consistently !**

- ✦ ***Start each day by sharing a positive event or something humorous.***
- ✦ ***SMILE*** - Be more aware of your non-verbal signals and watch what happens.
- ✦ ***Practice "Gattitude"*** - "a gratitude attitude."
- ✦ ***Compliment regularly and sincerely*** - Everyone likes to be appreciated.
- ✦ ***Look for what's right; comment on it*** - If you think it and it's positive, say it!
- ✦ ***Be honest*** - It's possible to say what's on your mind without being mean about it.
- ✦ ***Try not to take negatives personally*** - Sometimes we're just in the wrong place at the wrong time and get the flack. We're all "mixed bags of baggage."
- ✦ ***Give the other person the benefit of the doubt*** - We all have days when we only remove one foot from our mouths to insert the other.
- ✦ ***Say "Please" and "Thank You"*** - What used to be called "common courtesy" is no longer as common as it used to be. These simple terms convert demands to requests and express immediate appreciation. Remember to smile when you say them!
- ✦ ***Practice Forgiveness*** - No one's perfect. No one. It may take a big person to apologize, but it takes an equally big person not to hold a grudge.

**Suspicion and mistrust are created when people don't know what to expect! You will probably get some positive responses to these quickly. But if they are new behaviors to you it will take some time for people to trust your new 'style.'**

One person who began smiling and being more positive and appreciative when he hadn't been before, was amazed that initially people became nervous and wondered whether he was "up to something!" He stuck with it and was consistent - and before too long it made a huge difference in communication both at work and at home. A real "win-win" experience!