

Your Word + Actions = Trust

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Recently I worked with a contractor who, from a well meaning place, promised things he just could not deliver. I had worked with him before so I had no reason to not trust his word. "*I can do that in a week*", ended up being two weeks later and it's not done. "*I will be there at 4pm*" became 6pm, and ended up being a phone call that he would not be coming at all.

In the beginning, I was patient and understanding because I know that sometimes life gets in the way. However as time went on, that changed. He could have eventually done an amazing job, but I no longer wanted to work with him because I didn't want to work with someone I couldn't trust.

Like in any service business I believe we are safer to under promise and over deliver. By living by the opposite, trust is what begins to erode.

I share this with you in hopes that it may be a reminder to you of the importance of keeping your word and the impact it has on relationships. Say what you mean every time you voice something, and be sure to follow through. If you can't follow through you are better off not saying anything at all.

Think of these examples and how detrimental they can be:

- You say to a client you are going to get them something by x date and you know that there is a chance you will be unable to deliver.
- In a passing conversation you mention to someone that you will do x, like "Sure, I will send you that recipe", but end up forgetting or excuse your way out of doing it.
- You tell yourself you are going to eat better and get more exercise (haven't we all done that?).
- Promise yourself to go to bed earlier to get more sleep (but the day is just not long enough to get everything done).
- Make plans and then cancel them because you have over committed yourself.

Do you keep your word to yourself? To others? How do you feel when you don't keep your word?

The key here is to make sure you remember all the things you commit to, no matter how big or small. Next time you go to utter words such as "I will", "I am happy to" or "Yes I can" then I would ask you to think twice about what you are saying and make sure it's exactly as you intend. If you are a person who over promises, ask yourself "what am I trying to achieve here?" You may want to make the person feel secure, unique, happy, or satisfied. But believe me, trust will not be in this list.

We are all able to give others many different things, but giving your word should be cherished and honoured as the powerful tool that it is. People will either trust that your word means something or they won't. That is 100% up to you, 100% in your total control.

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Be as good, if not better, than your word.
Trust in yourself, with yourself and with others.
Be the one who's word matters!

Note to Reader: We'd love to hear what you think!
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