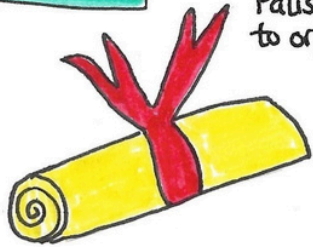


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CHARACTERISTICS of TRUST

Paliszkiewicz, J et al. (2015). Leadership, trust, and Knowledge management in relation to organizational performance: Developing an instrument. Journal of Applied Knowledge Management, 3, 19-35.



Ability/Competence

a leader's ability and competence lead to improved trust



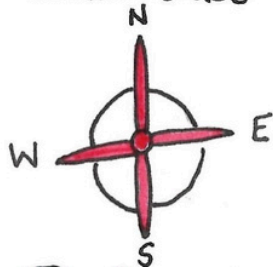
Dependability

a leader who is dependable develops and creates trust



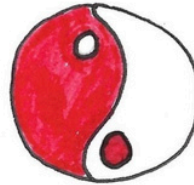
Benevolence

compassion and empathy demonstrated by a leader builds trust



Integrity

a leader's honesty and principles contribute to elevated levels of trust



Congruency

a leader working in partnership and association builds trust



Openness

a leader who demonstrates acceptance and broad-mindedness improves trust



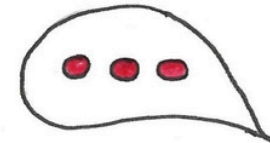
Consistency

a leader who is consistent in how they do things builds trust



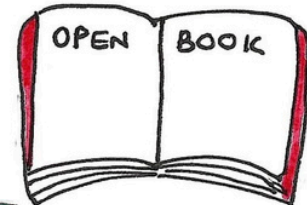
Reliability

a leader that can be relied upon develops and creates trust



Communication

a leader's sound and quality and consistency of communication improves trust



Transparency

a leader's transparency (not hiding or blocking information) is central to building trust