

TRUST OF CAPABILITY[®] TRUST TIP

ALLOW PEOPLE TO MAKE DECISIONS

1 Encourage independent decision making

- Clarify your expectations. Let people know which decisions they should feel empowered to make.
- Consider, are there areas where you may be unintentionally bottlenecking independent action?

2 Support others to exercise their own judgment

- Help people understand their own strengths.
- Reflect back to people specific ways they've built trust in their decision-making abilities.

3 Allow experimentation

- Hold and carry that your way is not the only - or necessarily even the best - way to get the job done.
- Create an environment that invites and welcomes others' creativity and appropriate risk-taking.