



10 Commandments To Establish Credibility

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Introduction:

Credibility is a leader's currency. With it, he or she is

_____ ; without it, he or she is _____.

With credibility, leader's _____ . Without credibility,

leader's _____ .

Connection: Connecting is the ability to identify with people and relate to them in such a way that it increases our influence with them.

Credibility Comments:

1. Establishing credibility takes _____ .

A credible leader — The longer you stay the

_____ it gets.

A non-credible leader — The longer you stay the

_____ it gets.

The effectiveness of the communication relies more on the

_____ of the messenger than on the

_____ of the message.

2. Established credibility = _____.

Stephen M. R. Covey — *The Speed of Trust*

The beauty of trust is that it erases worry and frees you to get on with other matters. "Trust means confidence."

His thesis: Low trust is an unseen cost in life and business, because it creates hidden agendas and guarded communication, hereby slowing decision-making. A lack of trust stymies innovation and productivity. Trust, on the other hand, produces speed because it feeds collaboration, loyalty and ultimately, results.

Questions Followers Ask About Leaders:

(1) Do you _____ for me?

(2) Can you _____ me?

(3) Do I _____ you?

Commandment #1 — _____

_____.

We must understand ourselves before we understand others. Once we know ourselves and like ourselves and feel comfortable with ourselves, then we can potentially connect with others.

Knowing ourselves is a result of self _____.

Liking ourselves is a result of self _____.

*"The most influential person who will talk to you all day, is you.
So, you should be very careful what you say to you."*

— Zig Ziglar

Feeling comfortable with ourselves is a result of self

_____.

The relationships we have with others are largely determined by the relationship we have with ourselves.

Commandment #2 — _____.

Credibility is the bond between leader and follower. It is almost sacred because it forms the bedrock of why people want to do what leaders ask them to do. Sometimes a loss of credibility occurs because the leader makes a mistake. If a leader's credibility becomes damaged what can the leader do?

A _____.

When decisions do not turn out the way they were intended to, the leader owes his or her followers an explanation.

A _____.

Admit that what you did was wrong and say you are sorry. It may be painful for the moment, but it can shorten the agony and enable the leader to put the incident behind her or him.

A _____.

Find ways to make it up to the people you have wronged. Make restitution to those you have harmed.

Failure to Admit Mistakes
Causes
The Message to be Questioned
Which Causes
The Integrity of the Leader to be Questioned!

Commandment #3 — _____ .

When you make a commitment you build _____ .

When you keep a commitment you build _____ .

Commandment #4 — _____ .

Law of Countability — Others can count on me when it counts.

— *The 17 Indisputable Laws of Teamwork*

Accountability to myself... _____

Accountability to others... _____

Commandment #5 — _____

_____ .

*"You cannot speak that which you do not know.
You cannot share that which you do not feel. You cannot
translate that which you do not have. And you cannot give
that which you do not possess. To give it and to share it,
and for it to be effective, you first need to have it."*

— Jim Rohn

The speaker looks at his message as a lesson to be

_____.

The communicator looks at his message as a life to be

_____.

For one, the message can be an _____ of his life.

For the other, the message must be an _____ of his life.

For one, _____ is the most important issue.

The other, _____ is the most important issue.

Commandment #6 — _____

_____.

Honesty adds integrity to the vision and credibility to the vision caster.

Commandment #7 — _____

_____.

The most powerful leadership phrase that Jesus ever uttered was,

_____.

Commandment #8 — _____.

To some people, being a teacher — or a leader — means appearing as though you have all the answers. Any sign of vulnerability or ignorance is seen as a sign of weakness. Those people can make the worst teachers, says Parker Palmer, a longtime instructor and author

of *The Courage to Teach: Exploring the Inner Landscape of a Teacher's Life* (Jossey-Bass, 1997).

Sometimes the best answer a teacher can give is, "I don't know." Instead of losing credibility, she gains students' trust, and that trust is the basis of a productive relationship. "We all know that perfection is a mask," says Palmer. "So we don't trust the people behind know-it-all masks. They're not being honest with us. The people with whom we have deepest connection are those who acknowledge their weaknesses."

*"Our lives improve only when we take chances —
and the first and most difficult risk we can
take is to be honest with ourselves."*

— Walter Anderson

Commandment #9 — _____

_____.

_____ is knowing the right path to take...

_____ is taking it!

Commandment #10 — _____.

She founded her order with some fellow nuns in 1948 with no funds to speak of. Upon her death nearly 40 years later, her order had grown to include 4000 nuns and 120,000 lay workers treating the disenfranchised who were suffering from leprosy or AIDS as well as hunger and malnutrition in some 450 missions around the world.

How did Mother Teresa accomplish so much?

1. She understood the _____
_____.

Mother Teresa wrote a number of meditations and reflections. These help readers gain a perspective on life and the world.

2. She was true to her _____.

Mother Teresa vowed to work among the “poorest of the poor” and did so, overcoming many obstacles in her journey.

3. She did what was _____ regardless the cost.

While visiting Beirut in 1982 at the height of the fighting between Muslims and Christians, Mother Teresa wishes to retrieve a group of spastic children who were isolated in an abandoned hospital. A priest says it’s a good idea, but it’s impractical because the hospital is in a free-fire zone. To which Mother Teresa responds, “It’s not an idea. It’s our duty.” At her insistence, a cease-fire was arranged and the children were rescued.

4. She experienced the _____
_____.

She often wrote of the joy of giving, doing it for love, not for duty. “God loves a joyful giver. . . . A joyful heart is a normal result of a heart burning with love. Joy is strength.”

*“Communication... always makes demands.
It always demands that the recipient become
somebody, do something, believe something.
It always appeals to motivation.”*

— Peter Drucker

My Definition of Success:

“Those who are the _____ to you and know
you the _____, love and respect you the
_____.”

Answers:

Solvent; Bankrupt; Connect; Disconnect; Time; Better; Worse; Character;
Context; Trust; Care; Help; Trust; Connect With Yourself; Assessment;
Talk; Confidence; Right Wrongs; Acknowledge The Mistakes; Apologize;
Amends; Take Responsibility; Hope; Trust; Be Accountable; Expectations;
Strengths; Questions; Weaknesses; Lead Like You Live; Given; Lived;
Exception; Extension; Content; Credibility; Tell The Truth; Be An Example;
Follow Me; Be Vulnerable; Follow The Golden Rule; Wisdom; Integrity;
Deliver Results; Power Of Words; Beliefs; Right; Joy Of Giving; Closest;
Best; Most