

## I do more and talk less..

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### This is about you

- Take time to think about just how a good a job you do
- Put the kettle on, make yourself a cup of tea and sit down then ....
- Read through these statements and take time to reflect on how you deliver these behaviours and services to your customers

Inspiring trust means more than telling others what I am capable of.

It means leading by my actions and allowing others to form their own opinions.

**I do more and talk less because that is how my true character shows itself.**



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## What I do

Loyalty means being committed to people and roles regardless of how difficult things get. I prove my loyalty by supporting a cause without complaining.

I have a flawless record of keeping my word, timescales and promises.

When I do things with sincerity and in the interests of others, the intended outcome is achieved. Working on behalf of another person means that my personal interests in that situation take second place because I'm professional and business like.

## My customers know that I am trustworthy because I deliver what I promise.

- **Respecting another person's wishes is the ultimate display of integrity.** There are times when I sacrifice myself, but I am okay with that. I know that my best customers always return the favour by coming back, over and over again.
- **If my customer comes to me to resolve an issue, I take control and deliver the best customer service even if the issue cannot be sorted.**
- **There are times when I am moved to act on behalf of someone else when I sense that they are scared.** I am prepared to be the courage that someone needs to make a tough decision.
- Today, my actions speak louder than my words. Showing people who I am means leading with the way I do things instead of declaring what my abilities are. It gives me pleasure to extend myself in a meaningful way to those around me.

## Self-Reflection Questions:

1. How do I determine when it is okay to just give advice?
2. Which situations am I most equipped to offer my assistance to?
3. Which are my most useful skill sets?



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