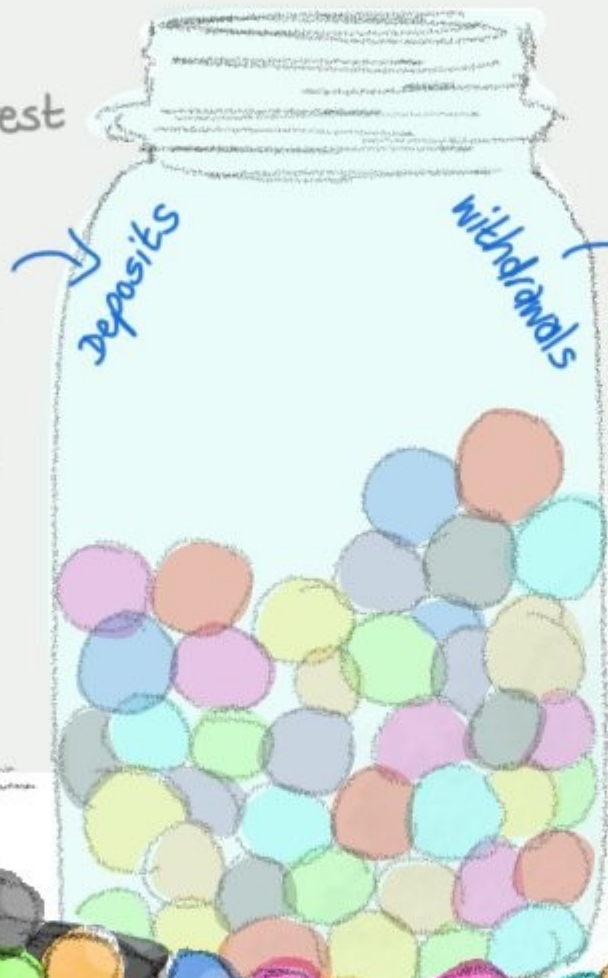


# Marbles in the Jar - to build trust + relationships

- ✓ Show genuine interest
- ✓ keep your promises
- ✓ seek their input or opinion
- ✓ show appreciation
- ✓ give your time
- ✓ have their back
- ✓ be vulnerable
- ✓ be present



- ✗ break confidentiality
- ✗ take people for granted
- ✗ have unreasonable expectations
- ✗ dominate conversations
- ✗ 'take' + not give or share

- ✗ cancel / reschedule catch-ups often



- ✓ listen with empathy

**Consistency** - keep filling the jar!