

## Trust | Cooperation

You see the inherent value in getting people to work together. You are able to find threads that unify teams and minimize divisions. You look for common denominators and are willing to set aside your own agenda for the good of the team. This trait will help you build trust with your colleagues and your customers. Often in today's business world we have to deal with complex situations that involve many different players. You will be effective when you have to get a number of people on board.

You will encourage compromise for the sake of moving forward and will be effective in bringing out agreement. You are able to keep discussions from turning into arguments and can usually find a diplomatic way to characterize differences. Even within the ranks of your customers you can fill the role of "ambassador" very well because your customers trust that you are acting in everyone's best interest. They trust you because you genuinely like most people and are outwardly friendly and supportive. You take the time to understand their perspective.

**Collaboration Alert:** On occasion you may run into an impasse. In such instances don't be afraid to push a little harder for consensus. Use your diplomacy to move agreement forward.

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**The Science of Performance**