

Ways to Improve Reliability

These are things a reliable person does:

- Make explicit any unspoken implied expectation you think is there – e.g. say “I’ll do (what we talked about) before our next meeting. If there is anything else, we can address it later.”
- Make a lot of small promises and then keep them to establish a rhythm and a pattern of reliability - If you say you’ll bring something, be sure to bring it, if you say you’ll be there at a certain time, be there on time. People need to see a pattern of reliability from you.
- Be meticulous about promises (do not under promise or over promise) –
- If something prevents you from keeping your promise, call immediately and make a new promise you can keep. For example, if you say you’ll meet at a certain time, be on time or call to reschedule. Of course, you can’t do this too often.
- Do not mislead the person.

David Maister, Charles Green, and Robert Galford, The Trust Equation