



## *Trust, Earn It and Return It...*

In these uncertain economic times employers and employees are more reliant on each other than ever. Employers want to keep good employees and employees want to keep their jobs. Trust is the foundation of every successful relationship—top down, bottom up and sideways. Trust comes from the ©HEART, and at the ©HEART of every trusting relationship are:

**H**onesty – Tell the truth. Honesty is crucial to developing trust. Hiding, spinning or sugar coating the truth is destructive when the truth comes out, as it inevitably does. If you're tempted to be less than truthful, ask yourself how you would feel if your family or your community found out about it. The truth helps people understand your intentions and your actions. Knowing what to expect reduces fear and rumors.

**E**thics – Treat people fairly. Honor commitments with customers, co-workers, employers and employees. Do the right thing. Clear ethical principles should be practiced and promoted throughout the organization and guide business practices—it must start at the top.

**A**ccountability – Understand others' expectations of you and be clear about your expectations of them. Take responsibility for and correct mistakes. No blaming or finger-pointing. Apologize when you know you should. Say what you'll do and do what you say.

**R**espect – Start with the belief that people are honorable and want to do their best. Treat each person with dignity regardless of their role or rank. Give credit where credit is due, show appreciation, and recognize a job well done. Keep private information private. Address individual issues individually.

**T**ransparency – Share your thoughts and ideas, and invite other viewpoints. Address issues openly before they become problems. Share decisions openly and in a timely way even when the message is difficult to deliver. Establish methods to constructively address diverse perspectives, concerns and dissent.

We must give trust to gain trust. Heed the wisdom of Abraham Lincoln, "The people, when rightly and fully trusted, will return the trust."

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## *Words to Live By...*

Kind words can be short and easy to speak, but their echoes are truly endless.

-Mother Theresa



## **A BRIGHT IDEA**

*The key to success...*

It's self discipline. Self-discipline, according to Thomas Huxley is to "Do what you should do, when you should do it, whether you feel like it or not." It's the quality that helps us take the necessary, often challenging, steps to achieve our goals. It's a willingness to forego immediate gain in order to achieve the ultimate goal.

## *Office Space For Lease...*



Excellent rental opportunity! View our website for details! [www.alternativeresolutions.biz](http://www.alternativeresolutions.biz)

## *What's Happening...*

Alternative Resolutions, Inc. will present the following workshops in our training facility. These are open to the public. Plan for success in 2009—**Register today!**

### **"Mediation Skills for the Workplace"**

June 24-25, 2009 8:30 am—4:30 pm

August 11-12, 2009 8:30 am—4:30 pm

### **"Basic Mediator Training"**

July 20-24, 2009 8:00am—5:00pm

To register or get more information about these workshops, or to schedule a training specifically for your needs, contact Alternative Resolutions, Inc. at 920-993-1490 or [altres@alternativeresolutions.biz](mailto:altres@alternativeresolutions.biz) or visit our website at [www.alternativeresolutions.biz](http://www.alternativeresolutions.biz).

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