## Building Trust: Best Practices

| **Get a Good Start** | Virtual video kick-off meeting with time for ice-breakers and intros  
Fun fact sheets with pictures, interests, family, etc |
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| **Make Vulnerability OK** | As part of the “good start”, share what you believe are growth areas for you and invite others to do the same.  
Admit when you don’t know something (or when you make a mistake) |
| **Clarify Roles** | Make sure everyone knows who does what  
Distribute a reference sheet with roles, contact info, location, etc |
| **Recreate the “Watercooler”** | Make time for socializing and storytelling on calls/meetings  
Invite people to reveal themselves little by little |
| **Prioritize Follow-through** | Be consistent  
Take “virtual” commitments seriously—treat punctuality for a phone call as seriously as you treat punctuality for a face-to-face meeting |
| **Be Transparent** | Communicate regularly and frequently  
Be mindful of accidentally excluding team members  
Talk openly about trust |
| **Maintain Open Doors** | Share your calendar  
Be “available” on Skype or yammer  
Respond promptly to questions, emails, voicemails, etc |
| **Demonstrate Respect** | Assume positive intent.  
Consider time zones, work load, competing priorities.  
Treat team members like human beings. |