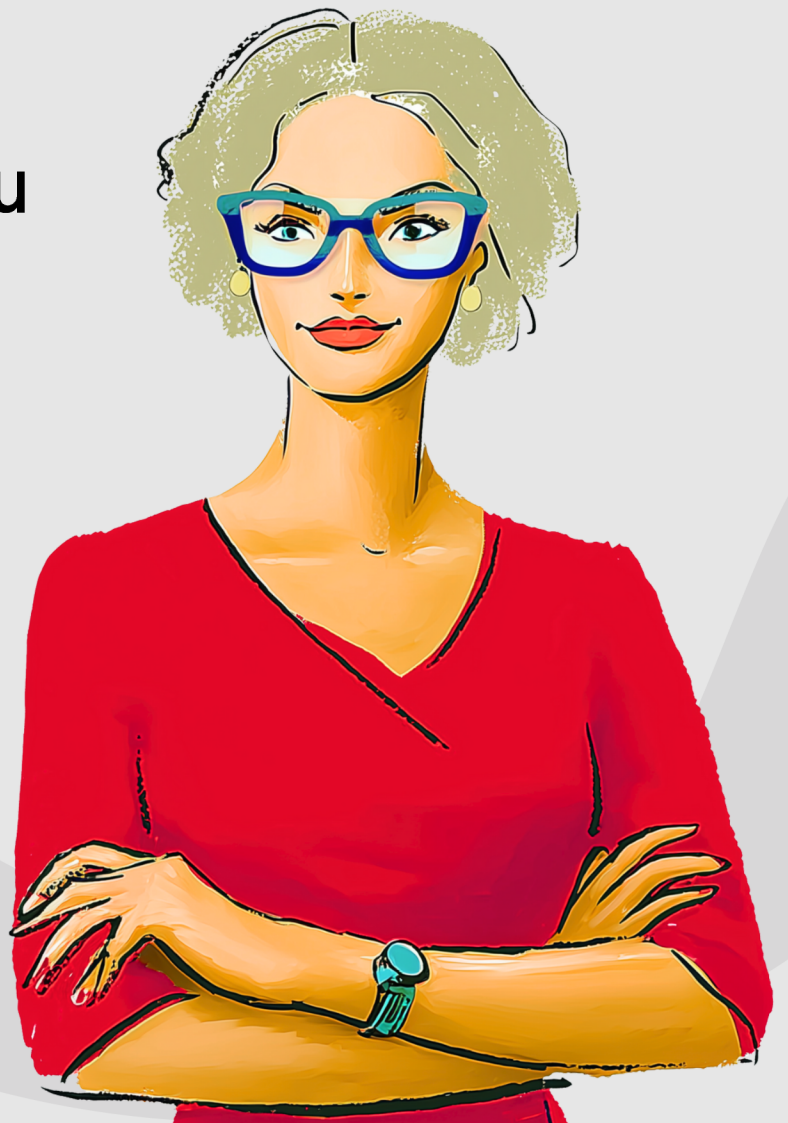


# 10 quiet habits that build unshakeable credibility



Your presence  
teaches people  
how to treat you



**1**

# **Speak well of others when they're not around**



Don't default to snark  
when the mic is off.



Say things you'd be  
proud to have repeated.



**2**

## **Show up 2 minutes early, not 2 minutes frantic**



"Running late" isn't your brand. It's not impressive.



Being on time signals:  
"Your time matters to me."



3

## Make people feel remembered



Don't just nod through conversations, note details.



Try: "How did your daughter's soccer tryouts go?"



4

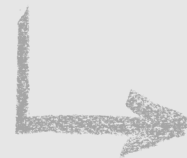
## Apologize like a grown-up



Don't say "I'm sorry, but—"



Try: "You're right. I didn't handle that well."



5

## **Don't absorb other people's urgency**



Their emergency doesn't have to become yours.



Pause. Breathe. Then decide how urgent it really is.



6

## **Say what you'll do, then actually do it**



Don't make "sorry for the delay!" your email signature.



Trust is built in consistent follow through.



7

# Admit what you don't know



Nobody expects you to be the expert on everything.



Try: "That's outside my area. Who should we ask?"





8

# Help others shine brighter than you



Don't hoard the spotlight or good ideas.



Let Maya present her own work to senior leadership.



9

# Accept feedback gracefully



Your first instinct doesn't have to be defense



Try: "That's helpful. Say more."



**10**

# **Make people feel like they belong**



Don't save your warmth for people with titles.



Kindness to everyone is just good business.





**Your presence  
teaches people  
how to treat you.**

So let it teach respect.



**Find this useful?**



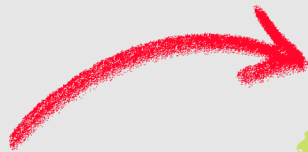
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