

MBC Trust and Respect Codes developed by MBC Employees

At the MBC we define **TRUST** as:

- Honesty – authenticity – integrity
 - Doing the right thing
- Reliable
- Respectful
- Clear and consistent communication while being an active listener
- Having a consistent track record – being competent
- Confidentiality: Can tell you something without it spreading to others
- Follow through and do what you say you will do
- Responsive
- People can be open without fear, hurt, shame or discipline
- Belief in the other person
- Trust is earned



At the MBC we define **RESPECT** as:

- Treating people the way you want to be treated
- Active listening even if you disagree (no interrupting)
- Trust
- Appreciate others
- Positive attitude
- Remember that respect goes both ways
- Mindful of what you say: know your audience and care about their feelings
- Show empathy
- Be open to feedback and suggestions
- Acknowledge each individual and their diversity (accept people for who they are)
- Don't assume my way is the only way
- Respect is earned