

An excerpt from The Decency Code

The Lexicon of Trust Busters

During his 50-year career in crisis intervention and prevention, covering hundreds of assignments in the United States and globally, helping leaders and their organizations prepare for, respond to, survive, and recover from crises, Jim Lukaszewski has developed a lexicon of leadership trust-busters:

- Arrogance (executive pomposity)
- Testosterosis (hitting back first)
- Broken promises
- Fear-creation
- Deception
- Denial
- Overplaying strengths
- Lack of empathy
- Procrastination
- Disrespect
- Ducking responsibility
- Dismissiveness
- Disparagement
- Inauthenticity
- Concealment
- Lying
- Isolation/AWOL
- Intimidation
- Over-optimism
- Sarcasm
- Minimizing
- Tone deafness
- Corrosive delegation
- Misguided incentives
- Operating on the edge
- Fostering a “do whatever it takes” culture

They did what? Said what? Promised what? Now what? Any combination of these trust-busters can be corrosive to the human spirit and counterproductive to culture enrichment.

“The Lexicon of Trustbusters can be found on page 5 of The Decency Code.”