

DAVID H. MAISTER, CHARLES H. GREEN AND ROBERT M. GALFORD

# The Trusted Advisor

Authors David H. Maister, Charles H. Green and Robert M. Galford provide methods you can use to reach the inner circle. They break trust into its component parts and reassemble those pieces into a viable, practical model, complete with suggested conversations.

## STEP 1

Have your team read the getAbstract summary.

## STEP 2

Schedule a team meeting to discuss the questions below.

## STEP 3

Have a discussion with your team.

## Discussion Questions

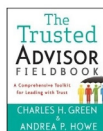
1. Why is it important for you to be a trusted advisor in your role?
2. What trust characteristics do you use to build trust with others?
3. What are some challenges you face when building business relationships?
4. What are some concepts from the authors can you used to overcome these challenges?
5. Why is credibility a crucial part of being a trusted advisor?

*"The essence of advice giving is the ability to design a process and means of interacting that fits each unique client situation."*

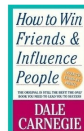
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## Additional resources



The Trusted Advisor Fieldbook



How to Win Friends and Influence People



Trust Channel