

# MODULE 1: **Why Trust?**

## **Watch Video**

Trust is the \_\_\_\_\_ of success.

High-trust leaders, teams, and organizations bring out the \_\_\_\_\_ in their people and get the greatest \_\_\_\_\_!

How would YOU define trust?

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TRUST is the \_\_\_\_\_ in a person, product or organization.

THE TRUST EDGE is the \_\_\_\_\_ gained when others confidently believe in you.

What is a lack of trust costing you? \_\_\_\_\_

Your team? \_\_\_\_\_

Your organization? \_\_\_\_\_

What specific results would you most like to achieve with trust?

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## APPLY IT!

What does this mean to **US**?

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What does this mean to **YOU**?

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What are you going to **DO** about it by the next session?

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# Self Assessment

Use the scale below to rate how each statement applies to you. Give honest answers without over-thinking.

**Rating Scale:** 1 = Never 2 = Rarely 3 = Sometimes 4 = Frequently 5 = Always

## How often do I...

- 1. Meet expectations when completing job responsibilities?
- 2. Show sincere appreciation to others for their contributions?
- 3. Demonstrate a willingness to do whatever needs to be done?
- 4. Act in a manner consistent with the organization's vision, mission, and values?
- 5. Strive to help others be successful?
- 6. Willingly admit mistakes?
- 7. Talk about the company's vision, mission, and values?
- 8. Seek input from those affected by the decisions?
- 9. Work to ensure the success of the team/organization instead of my personal agenda?
- 10. Demonstrate continuous learning to improve my ability to perform?
- 11. Exhibit honesty?
- 12. Accept others as equal team members to the success of the organization?
- 13. Keep the same level of quality in every project?
- 14. Work to resolve different opinions/conflict as soon as possible?
- 15. Exhibit dependability by doing what was agreed to be done?
- 16. Genuinely listen?
- 17. Volunteer to assist whenever possible?
- 18. Act with integrity?
- 19. Ensure that performance expectations are clearly understood?
- 20. Deliver expected results?
- 21. Strive to reach win-win agreements when working with different opinions?
- 22. Act and deliver on the most important tasks and goals?
- 23. Demonstrate a sincere care for people?
- 24. Deliver above and beyond what is expected?

## Scoring

Pillar 1: Clarity	Pillar 2: Compassion	Pillar 3: Character	Pillar 4: Competency
Question 7. _____	Question 2. _____	Question 6. _____	Question 1. _____
Question 14. _____	Question 16. _____	Question 11. _____	Question 10. _____
Question 19. _____	Question 23. _____	Question 18. _____	Question 15. _____
<b>Total:</b> _____	<b>Total:</b> _____	<b>Total:</b> _____	<b>Total:</b> _____

Pillar 5: Commitment	Pillar 6: Connection	Pillar 7: Contribution	Pillar 8: Consistency
Question 3. _____	Question 8. _____	Question 5. _____	Question 4. _____
Question 9. _____	Question 12. _____	Question 20. _____	Question 13. _____
Question 17. _____	Question 21. _____	Question 24. _____	Question 22. _____
<b>Total:</b> _____	<b>Total:</b> _____	<b>Total:</b> _____	<b>Total:</b> _____

- ▮ A score of **13-15** indicates that the pillar is a strength for you.
- ▮ A score of **9-12** indicates that the pillar could be strengthened to improve outcomes.
- ▮ A score of **8 or lower** indicates that the pillar is negatively affecting your trust level and must be improved to make progress.

## Review

Strongest pillar \_\_\_\_\_

Pillar with greatest opportunity for growth \_\_\_\_\_

## Key Thoughts

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# MODULE 3: Clarity

## Watch Video

People trust the \_\_\_\_\_ but distrust the \_\_\_\_\_.

What is one way you could have *given* more clarity in the last week?

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What is one way you could *ask for* more clarity from someone else in the upcoming week?

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*Strategic* clarity affects everything from your \_\_\_\_\_ and \_\_\_\_\_ to your \_\_\_\_\_.

*Communication* clarity affects how every \_\_\_\_\_ and \_\_\_\_\_.

## Strategic Clarity

### 90-Day Quick Plan™

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

Choose one thing you would like to accomplish at work this quarter:

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Make a How, How, How™ plan.

How? \_\_\_\_\_

How? \_\_\_\_\_

How? \_\_\_\_\_

## Communication Clarity

Communication = \_\_\_\_\_

## ODC Method

Think of a current priority:

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What is the *Outcome* expected?

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What is the *Deadline*?

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What *Clarifying questions* still need to be asked?

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# MODULE 4: Compassion

People put faith in those who \_\_\_\_\_

What is the #1 reason people leave an organization?

\_\_\_\_\_

## LAWS of Compassion

L \_\_\_\_\_

A \_\_\_\_\_

W \_\_\_\_\_

S \_\_\_\_\_

## SPA Method

S \_\_\_\_\_

P \_\_\_\_\_

A \_\_\_\_\_

## Distractions

Make a list of things that distract you during the workday.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How could you better focus on people and priorities amid common distractions?

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# MODULE 5: Character

Those who have this pillar, do what is \_\_\_\_\_ over what is \_\_\_\_\_

What is the #1 quality managers want from their leaders? \_\_\_\_\_

## 3 Questions for Character

1. Would YOU follow \_\_\_\_\_?
2. Do you \_\_\_\_\_ the character you want to see?
3. Do you have \_\_\_\_\_?

## Decision-Making Values

Write your top 3-5 decision-making values. (ie: respect/integrity/loyalty/excellence)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

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# MODULE 6: Competency

People have confidence in those who stay \_\_\_\_\_

## Improve Input

If input leads to output, what are you doing to improve your input?

*Check the areas below that could help you improve your competency.*

- Coaching
- Book club
- In-house training
- Industry associations
- Community classes
- Podcasts
- Advice
- Continuing education
- Conferences
- Online classes
- Feedback
- Mentoring
- Mastermind group
- Formal education

## Mentoring

Who would be a good mentor for you? \_\_\_\_\_

Who in your network might know of a good mentor? \_\_\_\_\_

Write one specific action you want to take by each of the following timeframes to develop your Competency pillar:

In 1 week: \_\_\_\_\_

In 90 days: \_\_\_\_\_

In 1 year: \_\_\_\_\_

In 5 years: \_\_\_\_\_

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# MODULE 7: Commitment

 **Watch Video**

People \_\_\_\_\_ in those who stand through \_\_\_\_\_.

Commitment breeds \_\_\_\_\_.

The only way to \_\_\_\_\_ trust is to make and \_\_\_\_\_ a commitment.

When do you apologize most often? Why?

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How are you *gaining* or *losing* trust with your commitments with family, friends, or coworkers?

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## 6-Step Accountability Framework

- 1. Clear \_\_\_\_\_
- 2. Clear \_\_\_\_\_
- 3. Clear \_\_\_\_\_
- 4. Clear \_\_\_\_\_
- 5. Clear \_\_\_\_\_
- 6. Clear \_\_\_\_\_

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# MODULE 8: Connection

People trust those who are willing to \_\_\_\_\_ and \_\_\_\_\_.

## Magnetic Traits

For which of the following traits would you rate yourself above average?

- Grateful
- Honest/Real
- Good listener
- Sincere
- Talks about ideas
- Humble
- Optimistic
- Confident
- Sees the positive side
- Respectful
- Encouraging

What is the #1 most magnetic trait? \_\_\_\_\_

Leaders who are \_\_\_\_\_ about their mistakes tend to be more trusted.

## Ways to Connect

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## Curious Questions Build Connection

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

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# MODULE 9: Trust Shields

## Watch Video

When people know your story, they tend to \_\_\_\_\_.

The more we know each other, the more likely we are to give them \_\_\_\_\_.

## Trust Shield Sections

### Background

- Summarize your past and life experience.

### Mission

- What is your purpose?

### Values

- What do you make decisions by?

### Life Priorities

- What areas of your life are most important?

### Strengths

- What do others say that you are good at?

### Improvements

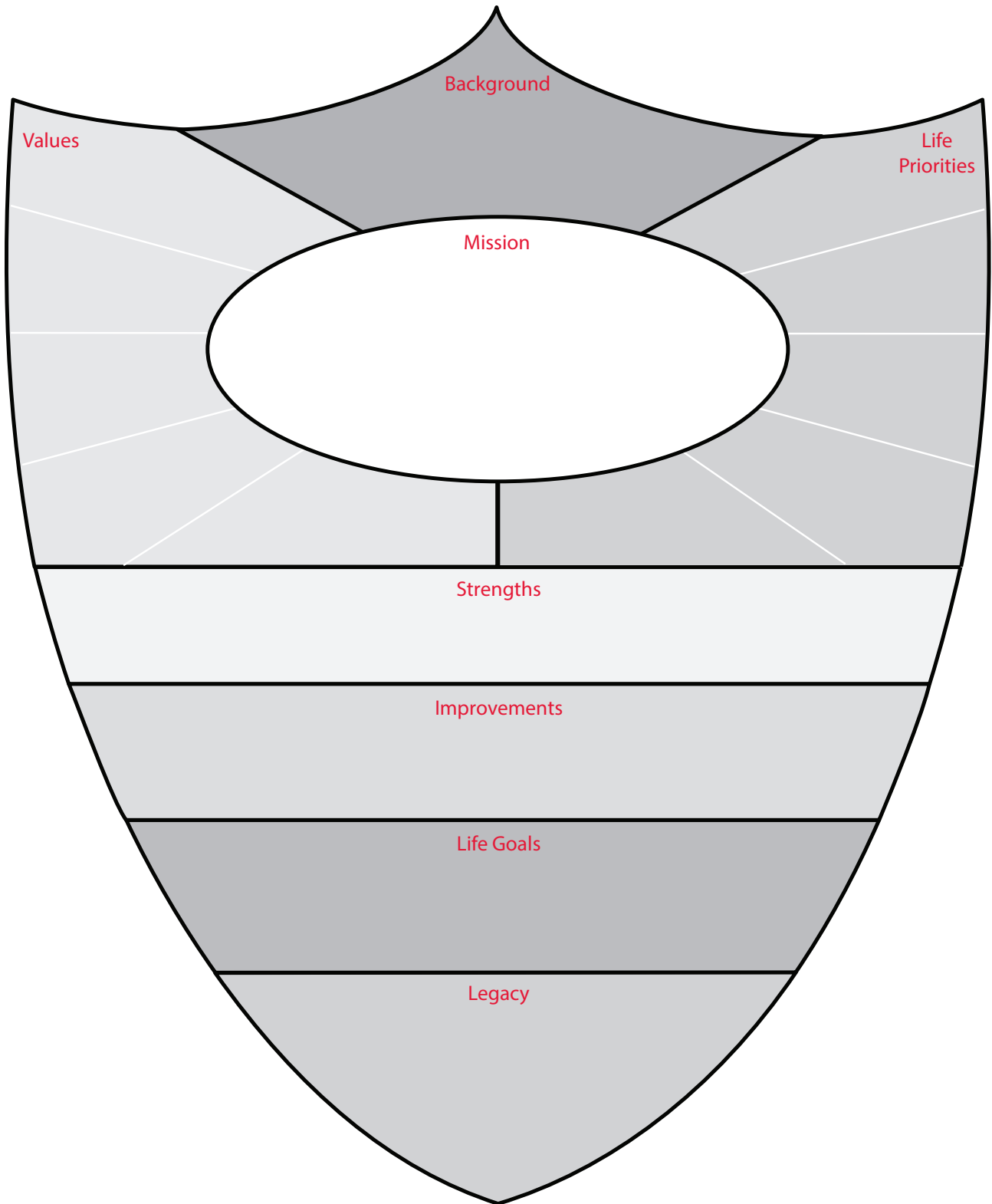
- What are some things you'd like to be better at?

### Life Goals

- What are your short-term and long-term goals?

### Legacy

- What do you want to be remembered for?



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# MODULE 10: Contribution

People immediately respond to \_\_\_\_\_.

## M&Ms of Contribution

M \_\_\_\_\_

M \_\_\_\_\_

What can you do to increase contribution in your *own* daily work?

How? \_\_\_\_\_

How? \_\_\_\_\_

How? \_\_\_\_\_

What can you do to increase contribution in your *team*?

How? \_\_\_\_\_

How? \_\_\_\_\_

How? \_\_\_\_\_

## SEEDS Strategy (Maximize Your Results)

S \_\_\_\_\_

E \_\_\_\_\_

E \_\_\_\_\_

D \_\_\_\_\_

S \_\_\_\_\_

Select ONE of the SEEDS: \_\_\_\_\_

How? \_\_\_\_\_

How? \_\_\_\_\_

How? \_\_\_\_\_

**6 E's** (Motivate *Others'* Results)

E \_\_\_\_\_

E \_\_\_\_\_

E \_\_\_\_\_

E \_\_\_\_\_

E \_\_\_\_\_

E \_\_\_\_\_

**APPLY IT!**

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\_\_\_\_\_  
\_\_\_\_\_

What does this mean to **YOU**?

\_\_\_\_\_  
\_\_\_\_\_

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\_\_\_\_\_  
\_\_\_\_\_



# MODULE 11: Consistency

People love to see the \_\_\_\_\_ done consistently.

In every \_\_\_\_\_, we increase or decrease trust.

## Personal Consistency

Personal consistency builds \_\_\_\_\_

What do you most hope to be known for?

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## Organizational Consistency

Organizational consistency builds \_\_\_\_\_

List 3 words that others use to describe your brand:

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How well does your organization consistently reinforce the brand? *Circle one.*

(Low) 1 2 3 4 5 6 7 8 9 10 (High)

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# MODULE 12: **Next Steps**

What are a few key ways you can use this material in your role or environment?

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How can you contextualize the Trust Framework in your role or environment?

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## **NEW 90-Day Quick Plan**

1. Where am I right now? \_\_\_\_\_

2. Where do I want to be in 90 days? \_\_\_\_\_

3. Why am I going? \_\_\_\_\_

4. How am I going to get there? \_\_\_\_\_

5. **HOW** am I going to get there? \_\_\_\_\_

6. **HOW** am I going to get there? \_\_\_\_\_

Who will you ask to hold you accountable to this plan? \_\_\_\_\_

*Everything of value is built on trust!*