

INSPIRING LEADERSHIP CONVERSATIONS

TRUST



INNOVATIVE
CONNECTIONS

THE POWER OF CONVERSATIONS

The journey you are about to embark upon will **illuminate the power of conversations**.

Consider the conversations in your meeting rooms, at your kitchen table, on your neighborhood walk or at your favorite coffee shop. These rich conversations are generated by different perspectives, curiosity, and questions that matter. They become our catalyst for sharing our collective personal experiences that shape our future while supporting our human nature to stay in relationship with one another.

This trust activity ignites meaningful conversations. Capture the richness of sharing perspectives and insights as you explore these conversations inside your organizations and throughout your community. Challenge yourself to use these conversations to propel your growth as an individual, leader, and/or leadership team.

Rules for these conversations? There are none. This concept is built on the assumption that people are naturally creative, resourceful, and whole. The answers are within each of us.

This activity is intended to widen your lens with additional perspective. As you talk with others or think about your experiences, capture your thoughts and reflections in the

space provided. Feel free to circle, highlight, or underline anything you are curious about or those words which resonate with you.

Next, find a partner, teammate, colleague, family member, friend, or leader to share your thoughts with and discuss your key takeaways. If possible, move the conversations to small groups/teams and then on to larger groups/teams. The format provides a consistent process for expanding your conversations and capturing what is on everyone's mind.

Enjoy!

As you engage in your conversations, please remember to:

- Listen deeply.
- Speak from your voice.
- Take a risk.
- Put it out there.
- Encourage contributions.
- Connect diverse perspectives.
- Listen together for patterns and insights.
- Capture the conversation with words, illustrations, symbols, or any other device possible.





TRUST

Trust is the bedrock of performance—both individual and team. It is the measure of the quality of relationships between individuals, groups of people, teams, and organizations. As a leader, many of the issues you face and the successes you experience are a reflection of the level of trust you have established and maintained. The tough thing about trust is that while it is wildly important to all of us, it is elusive and ever-changing. It often becomes a gut feeling or a notion; you know it. Trust is more visible when you do not have it than when you do. We know from experience that it is much harder to earn and sustain trust than it is to lose. In the blink of an eye, trust can be extinguished.

On the other side of the coin, in many environments, it is becoming more challenging to extend our trust. As a leader, it is important to understand several of the factors we lean on to build trust. These factors include knowledge, experience, integrity, moral compass and benevolence. Think of these as predictors of trust. It is helpful to realize these components play a role in both earning and extending trust.

The first place to begin assessing trust is within ourselves.

We have the opportunity to turn our lens inward and get honest with our own behaviors and actions that are either building up or eroding trust around us.

REFLECT

What behaviors and actions do I exhibit that build trust? (If you don't know, ask someone around you.)

What behaviors and actions do I exhibit that erode trust? (If you don't know, ask someone around you.)

*“Like a ripple in a pond,
trust begins within each of us
personally, continues into our
relationships, expands into our
organizations, and ultimately
encompasses our global society.”*

~ Steven M. Covey



TRUST — SELF-ASSESSMENT

Instructions: Use the scale below to rate how each statement applies to you. Be sure to answer the question in terms of “How often do I...”

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

Trust Self-Assessment

How often do I...	Current Performance				
Deliver Results Achieve outcomes/results, not just activities/tasks.	1	2	3	4	5
Demonstrate Sound Judgement and Problem Solving Ensure improvement for all by avoiding forcing every problem into my one solution.	1	2	3	4	5
Confront Reality Stay focused on meaningful work and the real issues by avoiding “busywork” and burying my head in the sand.	1	2	3	4	5
Demonstrate Competency Have and demonstrate the knowledge, skills, and abilities to perform in my area of focus and acknowledge when I lack certain competencies.	1	2	3	4	5
Clarify Expectations Make expectations clear to everyone by avoiding the assumption that everyone knows the expectations or by creating vague or shifting expectations.	1	2	3	4	5
Total Competence Score:					
Adhere to Shared Values and Principles Stand up for what is important to yourself and others.	1	2	3	4	5
Practice Accountability Take responsibility and hold others accountable appropriately, avoid giving responsibility without authority.	1	2	3	4	5
Right Wrongs Admit or repair mistakes by avoiding hiding or covering up mistakes.	1	2	3	4	5
Act Honestly and Truthfully Speak the truth and talk straight, give honest answers without over-thinking, avoid half-truths or spinning the truth, avoid double talk or insincere flattery.	1	2	3	4	5
Create Transparency Communicate candidly. Share what you can and offer reasons when something cannot be shared. Avoid withholding information; keeping secrets, creating illusions, or pretending.	1	2	3	4	5
Total Integrity Score:					
Reliable Be dependable for others, do what you say you will do, and when you commit, show up.	1	2	3	4	5
Honor Commitments Follow through on commitments, avoid breaking promises or not making commitments at all.	1	2	3	4	5
Predictable People know what they can expect from your reaction/response. You are constant, secure, and steady. You are dependable to others.	1	2	3	4	5
Walk the Talk Act in a way that is aligned with my words. Practice the concept of “what I do is more important than what I say.” Similarly, say what you mean and do what you say.	1	2	3	4	5
Encourage Engagement Emphasize positive behavior and outcomes, place emphasis on getting commitment from individuals, rather than just compliance, avoid “catching” people making mistakes.	1	2	3	4	5
Total Consistency Score:					



Trust Self-Assessment

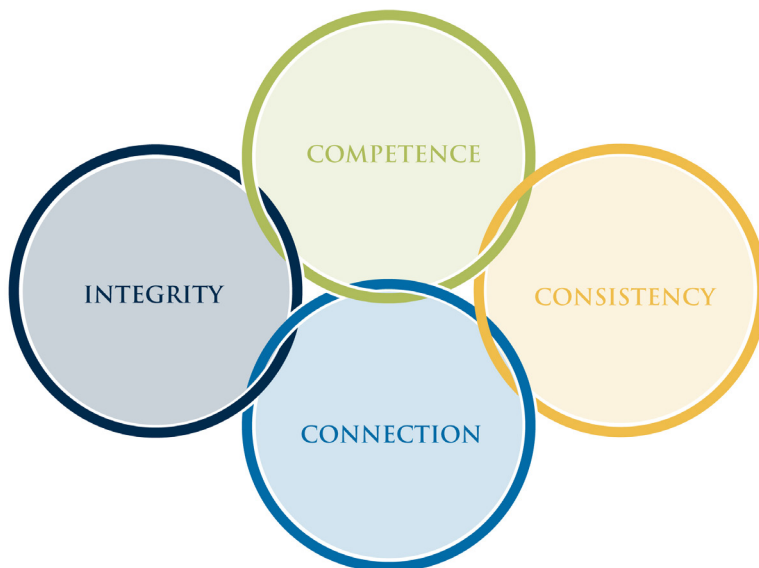
How often do I...	Current Performance				
Extend Trust Extend trust without others having to prove themselves first; minimize distrust and always be conscious of where your level of trust lies with given individuals.	1	2	3	4	5
Listen First Listen deeply and be present in conversation, avoid pretend listening or multitasking; listen to understand.	1	2	3	4	5
Show Loyalty Be fair, demonstrate to your co-workers that you have their backs. Avoid "selling others out" or taking the credit yourself; don't act nice in person and then bad-mouth people behind their backs.	1	2	3	4	5
Productively Address Conflict Openly encourage healthy disagreement, encourage collaboration, and effectively bring conflict into the open both by discerning and being skilled in addressing conflict.	1	2	3	4	5
Make Caring Connections Show respect for all, demonstrate genuine caring for others, serve others' interests through benevolent concern, avoid showing respect only to those who can do something for you.	1	2	3	4	5
Total Connection Score:					


My Total Trust Self-Assessment Score:

How did you score? Scores range from 20-100	
80-100	Outstanding. Your personal credibility is strong.
60-79	Good. You are on the right track. Focusing on specific areas could make you stronger.
55-78	Keep working at it. Remain diligent, with effort you will become stronger.
Below 54	Pay attention. You have a lot of room for improvement. Check your attitude and effort.

The trust model helps us understand and remember the 4 elements of trust.

Four Elements of Trust





“The best way to find out if you can trust somebody is to trust them.”

~ Ernest Hemingway

REFLECTIVE QUESTIONS FOR DEEPER CONVERSATIONS

In your organization, team and/or environment, where is there trust? Where is there artificial harmony?

Describe the quality of your relationships in your organization, your team, and your “circle”? How do you know?

How do you decide when and who to trust?

What are the possibilities if you enhance your ability to trust in your organization, team, and environment?

Where are opportunities in the next 6-12 months to build trust?

What actions might erode trust?

What do you think you should be paying attention to now?

What is one concrete step we can take towards trust (e.g. our team, organization, ourselves, etc.)?



“Trust is earned when actions meet words.”

~ Chris Butler

TAKEAWAYS

What new insights did you get from having your conversations?

What is one takeaway you want to remember from your conversations?



“A bird sitting on a tree is never afraid of the branch breaking, because its trust is not on the branch but on its own wings.”

~ Charlie Wardle

“Trust your wings my friend . . .”

NOW IS THE TIME TO MAKE YOUR MOVE

If you are experiencing difficulty achieving strategic outcomes, disharmony or fear among employees, poor team dynamics, trouble recruiting the right talent, or other team or organizational issues, we will help you unleash new possibilities and potential that result in sustainable change.

Through our processes and programs you will find your voice, see your vision, and imagine what the right action for the future could be for you, your team, and your organization.

You will realize profound, sustainable transformation—both individually and organizationally—that starts now, and remains for years to come.



We invite you to discover our programs, which are designed to help you realize profound, sustainable transformation—both individually and organizationally—that starts now, and remains for years to come.

REQUEST AN OBLIGATION-FREE CONSULT TODAY!
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