

The Trust Habits™ Workshop Worksheet

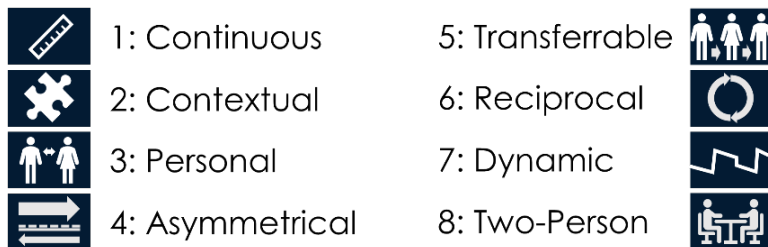
The Impact of Trust

- 74% less stress
- 106% more energy
- 60% more joy at work
- 56% higher job satisfaction
- 66% closer to colleagues
- 11% more empathy
- 76% higher engagement
- 50% more likely to stay another year
- 70% more aligned with company purpose
- 41% higher sense of accomplishment
- 88% more likely to recommend this place to family and friends
- 40% less burnout
- 13% fewer sick days

- 67% higher autonomy
- 71% greater ability to hold constructive disagreement
 - +240% willing to be vulnerable
 - +106% willingness to give feedback
 - +76% receptivity to feedback

- 50-60% more productive and innovative
- 29.6% higher prices
- 45% better project performance
- 286% higher shareholder returns

The 8 Laws of Trust & 6 Components of Trustworthiness



The Trust Habits™ Principles

1. Trust is the glue that turns a group of creative and productive individuals into a creative and productive team.
2. **Trust is relative. The same behavior that would cause one person to trust you could cause another person to distrust you.**
3. My trust in you is the product of my willingness to trust people and your trustworthiness. There is almost nothing you can do about the former and everything you can do about the latter.
4. **Your trustworthiness is made of who you are (what people know about you when you are not there) and what you do during interactions.**
5. If you trust someone and you show them that you trust them, they will behave in a trustworthy way. If you show them that you distrust them, they will behave in an untrustworthy way.
6. **Bad is stronger than good. If you eliminate one bad behavior, you will increase your trustworthiness more than if you add one good behavior.**

The 7-Step Trust Habit™ Process

Step 1: Select a Relationship

1.1. I want to be more trusted by:

1.2. What makes me think they don't trust me enough?

1.3. I need them to trust me with/to do:

1.4. It's important to them that they trust me because:

1.5. It's important to me that they trust me because:

1.6. It's important to the organization that they trust me because:

1.7. What will happen if they continue to not trust me with that?

1.8. What will happen if they start trusting me with that?

Step 2: Identify one Bad Behavior

2.1. The bad thing I'm doing is:

2.2. How does it hold me back from being more trusted?

2.3. Who told me?

2.4. Is it credible enough?

2.5. What component is it in (circle)?



2.6. Why am I doing that?

Step 3: Identify a Good Habit

3.1. The new habit I chose is:

3.2. How will it help me stop the BAD thing (2.1)?

3.3. How will it make me more trusted?

3.4. Will the reason I did the bad thing in the first place still be satisfied?

Step 4: Make it S.M.A.R.T.

4.1. Make it more specific:

4.2. How will I measure it?

4.2A. How do I grade my performance?

0: Didn't achieve

1: Partial

2: Completed

4.3. Is it achievable? (if not—go back and define a new habit)

4.3A. Is it too easy? (if so—go back and define a new habit)

4.4. Is it relevant?

4.4A. Is it impactful on being more trusted?

4.5. Is it time-bound?

4.6. What am I doing today? (Baseline)

4.7. My new S.M.A.R.T. habit will be:

Step 5: Make it Stick

4.1. Can I reduce or increase friction?

4.2. Can I stack it to another habit?

4.3. How can I use technology to help?

4.4. How will I log it such that it would help?

4.5. Is there extrinsic motivation I can use? (Immediate gratification/punishment)

4.5A. Do I care enough about the gratification/punishment?

4.5B. Will the negative consequences be too severe?

4.5C. Will the negative consequences affect others?

4.6. Can I do it?

Step 6: Accountability Partner

6.1. My accountability partner is:

6.2. Is it the person I want to be more trusted by? (if so, find another partner)

6.3. Am I their accountability partner? (if so, find another partner)

6.4. Can I trust them to hold me accountable? (if not, find another partner)

6.5. How (and how often) will I share my log/progress with them?

6.6. Can they enforce my extrinsic motivation?

6.7. My accountability partner knows they are my accountability partner, agreed to serve in that capacity, and know what they have to do:

YES / NO

