

TRUST & PERCEPTIONS



PERSONAL CHALLENGE

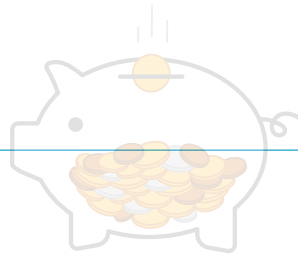
Complete this activity to recognize how you, others, and customers feel about trust. Fill in sections 1 and 2 on your own. Be prepared to share your answers with your team at your weekly meeting where you'll complete section 3 together.

1

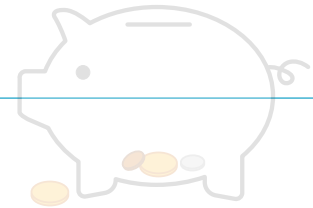
How do I feel with other members of my team...

How do I feel with other departments...

when trust is HIGH?



when trust is LOW?



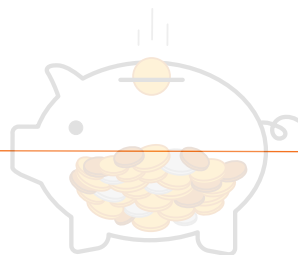
What are 3 small actions I can do consistently to be more trustworthy?

2

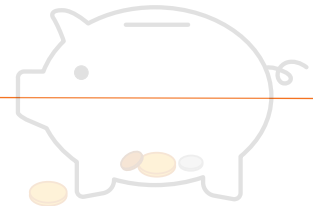
How do individuals on your team feel about you...

How do other departments feel about your team...

when trust is HIGH?



when trust is LOW?



What are 3 small actions to build trust in my team?

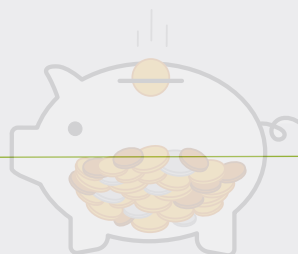
Complete with your team

3

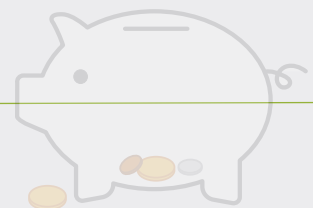
How does the customer feel about my team or branch...

How does the customer feel about the dealership...

when trust is HIGH?



when trust is LOW?



What are 3 small actions to build our customers' trust in us?