

This Week is About...

gaining awareness around how we build or erode trust with our smallest actions, and the impact that has on our relationships with our teammates, co-workers and customers.

Why it Matters

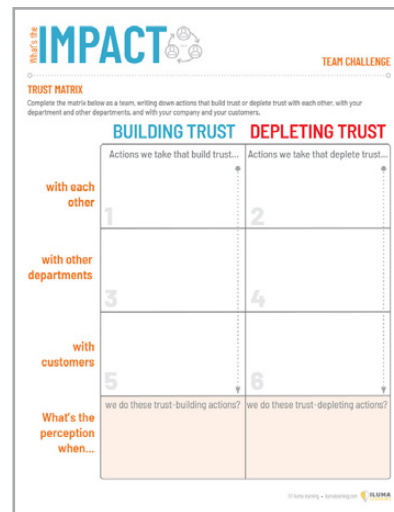
Sometimes we can't see the impact of our actions or inconsistent behaviors over time. If we become aware of our behaviors' impact and how this affects others' trust in us, we will make better decisions that build our bank of trust within our team and with our customers.

During Your Team Meeting

STEP 1. Prepare for the Team Challenge

Draw the Trust Matrix shown to the right on a whiteboard or flip chart. 🖍️

If you don't have access to a whiteboard or flip chart, make copies of the Trust Matrix in this section for the group.



What's the IMPACT TEAM CHALLENGE

TRUST MATRIX
Complete the matrix below as a team, writing down actions that build trust or deplete trust with each other, with your department and other departments, and with your company and your customers.

	BUILDING TRUST Actions we take that build trust...	DEPLETING TRUST Actions we take that deplete trust...
with each other	1	2
with other departments	3	4
with customers	5	6
What's the perception when...	we do these trust-building actions?	we do these trust-depleting actions?

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STEP 2. Work through the Team Challenge together

- ? Do you remember the common actions that build or deplete our bank of trust? *(use the quiz questions on the next page)*
- ? What kinds of behaviors do we see in our organization that depletes our trust?
- 🗣️ Help your team complete the Trust Matrix as a group. Write down their answers as you walk through each row answering the questions.
- ? What are some things we can do to rebuild a relationship with a co-worker if we have done something to deplete our bank of trust with them?

Session Wrap-up Prompts

- What about rebuilding trust with a customer?
- What about with another department?

What's the Impact Quiz Discussion Prompts

Actions that build trust:

I hold my teammates accountable to their commitments, because it's critical to the success of our team.

I usually like to hold myself accountable to timelines and promises.

When I make a mistake, I have the courage to say I messed up.

I often listen to understand and ask clarifying questions of my team members.

When I'm asked a question and I don't know the answer, I feel comfortable saying I don't know the answer.

Actions that deplete trust:

Quite frequently I pretend to know answers to questions my manager asks when I'm not sure I know the answer.

If I make a mistake, I typically don't own up to it in front of others.

I typically don't hold team members accountable to their commitments and promises.

When someone brings an issue to me I often dismiss it or avoid dealing with it.

I try not to make hard commitments so I can't be held accountable to them.