

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

DEPLETING TRUST

	Actions we take that build 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?