

1 MY MOST IMPORTANT RELATIONSHIPS

Who are the people you need to build and strengthen trust with?

Stakeholder / Relationship	Trust Today (High / Med / Low)	Why This Relationship Matters

THE TRUST EQUATION™

$$\text{Trust} = \text{Competence} \times \text{Consistency} \times \text{Intent}$$

IF ANY ONE FACTOR BECOMES ZERO, TRUST BECOMES FRAGILE.



COMPETENCE

Can you deliver?

People trust leaders who consistently create value and get results.

TRUST DEPOSITS

- ✓ Deliver on commitments
- ✓ Demonstrate sound judgement
- ✓ Solve meaningful problems
- ✓ Continue learning and improving
- ✓ Ask thoughtful questions



CONSISTENCY

Can I rely on you?

Trust grows through predictable behaviour over time.

TRUST DEPOSITS

- ✓ Keep promises
- ✓ Be dependable
- ✓ Be fair and treat people with respect
- ✓ Follow through
- ✓ Show up consistently, especially in challenging times



INTENT

Whose interests are you serving?

Trust deepens when people believe your motives are genuine.

TRUST DEPOSITS

- ✓ Listen first, speak second
- ✓ Seek win-win outcomes
- ✓ Be transparent and honest
- ✓ Care about people as individuals
- ✓ Put organisational success ahead of ego and self-interest

2 MY TRUST DASHBOARD

Rate the current level of trust and plan your next trust deposit.

Relationship / Stakeholder	TRUST TODAY (1-5)					BIGGEST TRUST DEPOSIT I CAN MAKE What is one meaningful action that will build trust?	NEXT CONVERSATION I WILL INITIATE What conversation can I have to strengthen this relationship?
	1 = Very Low 3 = Moderate 5 = Very High						
	1	2	3	4	5		
	☐	☐	☐	☐	☐		
	☐	☐	☐	☐	☐		
	☐	☐	☐	☐	☐		
	☐	☐	☐	☐	☐		

3 ONE CONVERSATION I NEED TO HAVE

Who? _____

Why is this conversation important?

What trust deposit can I make before the conversation?

What outcome would strengthen the relationship?

4 MY TRUST COMMITMENT

The one relationship I want to strengthen: _____

The first trust deposit I will make: _____

The conversation I will initiate: _____

How will I know trust has increased? _____

★ TRUST DEPOSIT IDEAS

Small actions. Big impact. Do these consistently.

- ✓ Recognise someone's contribution
- ✓ Keep a promise
- ✓ Ask more questions
- ✓ Seek feedback
- ✓ Admit a mistake
- ✓ Help without expecting credit
- ✓ Clarify expectations
- ✓ Follow through sooner than expected



? EARLY WARNING SIGNALS

Where might trust already be eroding?

- ⚠ Conversations becoming defensive
- ⚠ Reduced openness and honesty
- ⚠ Less collaboration and sharing
- ⚠ Missed commitments
- ⚠ Delayed responses
- ⚠ Lack of constructive challenge
- ⚠ Increased misunderstandings
- ⚠ Stakeholders becoming disengaged

Other observations:

"Competence earns attention.
Consistency earns confidence.
Intent earns trust."

— Amazing Coach Sri