

Use this tool individually or with a group to decide what action to take to build trust in a given situation.

Current Situation

Describe the current situation clearly and factually.

Desired Outcome

Describe your desired outcome as specifically as possible.

Action Plan

Identify key actions you will take to close the gap between the situation and the outcome. Use the Trust Cards or the key on the back of this tool as a resource.

Use the 13 Behaviors cards to meet the following typical trust issues at work. Remember, always start with yourself by checking the 4 Cores cards.

What do I do when...	Trust Cards
The boss doesn't trust me?	11, 9, 10, 6, 7
I don't trust the boss?	8, 2, 9, 10
I make a mistake that affects other people?	1, 3, 4
A co-worker has let me down?	1, 11, 2, 9, 13
I'm not going to be able to meet a deadline?	8, 4, 6, 7
My boss thinks I'm not delivering?	11, 9, 1, 4, 6
Customers are let down?	4, 12, 7
There's bad publicity?	8, 4, 3
I need to build trust with my co-workers?	12, 6, 5, 2, 3
I need to restore trust in a damaged relationship?	2, 4, 12, 10
I want to gain the trust of someone older?	2, 11, 6, 7
I want to gain the trust of someone younger?	13, 5, 2, 3
I can't get needed resources?	3, 9, 10
Someone is undermining me at work?	8, 2, 3
People around me start talking about someone else?	8, 5, 2
I'm not sure what others expect from me?	3, 11, 9, 10
People won't talk about important issues?	8, 2, 1, 3
I feel misunderstood?	1, 3, 11
I'm having problems with a co-worker?	1, 2, 11, 5
I'm feeling overwhelmed at work?	8, 3, 9
I become aware that illegal/dishonest things are going on?	8, 1, 3, 10, 4
I need to delegate a task to someone?	13, 9, 10
I need to hold others accountable?	10, 1, 2, 12
I need to negotiate an agreement with someone?	11, 1, 2, 9, 12
I want to motivate others to do their best?	13, 9, 10, 5
Someone isn't performing?	8, 11, 1, 9, 13
I have to let someone go?	1, 2, 8, 5