

Chapter 2: Trust

Resource Guide

Resource Name	Purpose
TOOLS	
Tool 1: Commitment Tracking Log	A systematic approach to recording, monitoring, and closing out every promise you make—tracks commitments made, due dates, status, and follow-through rates
Tool 2: Trust Repair Protocol	A 5-step process for repairing trust after breaking commitments or making mistakes (Acknowledge, Responsibility, Understand Impact, Make Right, Change Behavior)
Tool 3: Transparency Decision Template	A framework for deciding what to share, when to share, and how to communicate transparently using a 5-question decision process
Tool 4: Small Commitment Builder	A strategy for building trust through many small, kept promises across four types: time, follow-up, feedback, and advocate commitments
Tool 5: Trust Audit Worksheet	A diagnostic tool for assessing current trust levels across five dimensions (Reliability, Transparency, Integrity, Competence, Care) and identifying trust gaps
Tool 6: Trust Acceleration Protocol	Provides specific, high-leverage actions to accelerate trust-building across all five dimensions for new leaders, leaders rebuilding trust, or anyone wanting faster trust
DISCUSSION GUIDES	
Leadership Discussion Protocol	90-120 minute structured meeting format with pre-work, opening activity, core discussion questions, action planning, and closing commitments
Leadership Team Discussion Guide	45-60 minute facilitated discussion with individual reflection, pair sharing, full team discussion, and application planning
PLANNING & ASSESSMENT	
Action Planning Template	Structured template for assessing current reality, defining desired state, identifying key actions with owners/timelines, success indicators, and obstacles
Personal Inventory	Self-assessment helping individuals examine their personal trustworthiness and trust in others, with team discussion prompts
Chapter 2 Retrospective	60-minute monthly review protocol to assess progress, celebrate successes, identify what didn't work, capture learnings, and make course corrections
IMPLEMENTATION SUPPORT	
Implementation Checklist	12-item checklist tracking implementation status (Not Done / In Progress / Done) for key trust indicators
Implementation Rubric	Developmental rubric rating four dimensions (Following Through, Transparency, Admitting Mistakes, Extending Trust) from Beginning to Exemplary
Quick Reference Guide	One-page summary with core concept, key questions, common mistakes to avoid, and practical strategies
PRACTICE MATERIALS	
Trust Practice Scenarios	Two detailed practice scenarios ("The Broken Promise" and "The Information Gap") for applying trust concepts to realistic situations