

# Chapter 2: Trust

## Resource Guide

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