



# 5-MINUTE TRUST PLAN

Trust is assumed until it's lost, and it can be easy to lose. Many leaders and managers inadvertently lose trust, and then wonder why the people around them are not being productive, communicative, and forthcoming.

If you want people to trust you, be trustworthy.

Keep people informed, keep their perspective in mind, and keep your promises.

**Here are some ways trust is lost, and how we can rebuild it.**

### Ways To Lose Trust

- Hoard information
- Hide processes
- Speak disrespectfully
- Create uncertainty
- Be vague about the employee's roles + career
- Lie
- Steal company time
- Misappropriate resources
- Make poor decisions
- Apply rules unfairly
- Set unattainable goals
- Gossip about others
- Don't accept responsibility
- Pit people against each other
- Be quick to place blame on others
- Promise, but don't deliver

### Ways To Build Trust

- Share information
- Be transparent
- Treat everyone like your best client
- Provide information people need
- Consistently mentor employees
- Be truthful
- Let people know where you are
- Be careful about how actions are perceived
- Gather data + listen before making decisions
- Create compelling and possible milestones
- Be kind when talking about others
- Encourage cooperation
- Fix the problem, not the blame
- Under promise and over deliver

### In my organization, I can build trust when I:

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