

THE SPEED OF TRUST



(Reference: *The Speed of Trust*, Stephen M. R. Covey, © 2006)

SEVERAL RESPONSES TO THE FOLLOWING QUESTIONS

1. What is **TRUST**?

- Confidence
- Belief
- Faith
- Reliability
- Loyalty
- Great relationship regardless of individual differences (i.e. diversity)
- Openness (feeling safe to express oneself and to ask questions)
- Knowledge of someone (from past experience)



Definition from www.dictionary.com:

trust  [truhst]  [Show IPA](#)
noun
1. reliance on the integrity, strength, ability, surety, etc., of a person or thing; confidence.
2. confident expectation of something; hope.

2. What is the **OPPOSITE OF TRUST**?

- Suspicious
- Fear of other's having personal agendas
- Questioning of the motives of others
- No confidence in a person or situation
- Lack of respect
- Doubt
- Skepticism

Definition from www.dictionary.com:

dis-trust  [dis-truhst]  [Show IPA](#)
verb (used with object)
1. to regard with doubt or suspicion; have no trust in.
noun
2. lack of trust; doubt; suspicion.

3. What behaviors **BUILD TRUST**?

- Communication
- Loyalty
- Proactivity, i.e. working, taking initiative, doing a good job
- Following thru on a job—getting things done
- Collaboration, i.e. working together
- Transparency, openness, and total honesty (also, “straight talk”)—no deception or hidden agendas
- When your words and actions are congruent
- Being responsible and accountable
- Seeking opportunities to build trust
- Respecting others; kindness
- Keeping promises
- Returning and reporting; i.e. following up on assignments given
- Listening
- Owning up to mistakes and apologizing
- Selflessness
- Freedom and latitude; i.e. being trusted and not micromanaged
- When my opinion is asked for and considered.
- Living the Gospel

4. What behaviors **DESTROY TRUST**?

- Politics
- Lying—dishonesty
- Hiding stuff from others
- Personal agendas that hurt others
- Gossiping and back-biting
- Being thrown under the bus
- Being judgmental
- Controlling or micromanaging behavior
- Comparison
- Animosity
- Not Listening
- Selfishness
- Repeating mistakes—even after an apology was given
- Inconsistent behavior toward others (i.e. nice to one, not to another)
- Not talking about the “hard stuff” (i.e. “sweeping issues under the carpet”)
- Not being supported
- Broken promises
- When people do unkind things “behind your back”
- Others taking credit for work that you have done
- Being disrespected
- Cheating