

TRUST REFLECTION

Trust = (Credibility + Reliability + Connection) / Self-Interest





Be honest and reflective – the goal is greater self-awareness, not judgement. Start by considering how you **generally relate** to others. Rate yourself from 1 (low) to 5 (high) for each Trust component. Next, think of someone with whom you find it **challenging to collaborate**, and rate yourself again. Use your ratings to explore how you might deepen trust – especially where it's harder.

Remember: **Self-Interest matters most**. Lowering it, even slightly, can significantly boost trust and strengthen relationships.

| TRUST COMPONENT | ASK YOURSELF | RATE YOURSELF 1 = low, 5 = high | |
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| | | General | Challenging |
| Credibility Expertise, communication, honesty. | Do people see me as knowledgeable and competent? Do I communicate clearly and confidently? Do I speak truthfully and transparently? | | |
| Reliability Consistency, follow-through, accountability. | Do I consistently follow through on commitments? Can people count on me to deliver? Am I on time, prepared, and dependable? | | |
| Connection Safety, openness, emotional closeness. | Do others feel comfortable being honest with me? Am I approachable and empathetic? Do I model psychological safety? | | |
| Self-Interest Where I focus: Low = on others. High = on myself. | Am I more focused on helping others or my own agenda? Do I listen actively, or do I dominate conversations? Do others feel I genuinely have their best interests at heart? | | |

Reflections

- What is my strongest area?
- Where is there the most room to grow?
- Which part of the equation might help explain why trust has been hard to build?
- What's one small, concrete action I can take to maintain or deepen trust?

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| To grow credibility  <p>Practice clarity, honesty, and grounded confidence.</p> <p>Work on expertise. Avoid jargon. Share what I know with confidence and humility.</p> <p>Mini-shift: Use “<i>In my experience</i>” not absolutes.</p> | To grow reliability  <p>Let others know they can count on me.</p> <p>Improve consistency, time management, expectation-setting, and follow-through.</p> <p>Mini-shift: Under-promise and over-deliver.</p> | To grow connection  <p>Courage to see others and be seen myself.</p> <p>Focus on vulnerability, empathy, inviting input, and responding with respect.</p> <p>Mini-shift: Ask “<i>What do you need from me right now?</i>”</p> | To balance self-interest  <p>Shift spotlight from self to service.</p> <p>Prioritise helping over being right. Practise curiosity, active listening, and staying present.</p> <p>Mini-shift: Pause to consider “<i>Is my focus service or self?</i>”</p> |
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