

Speed of Trust Talk with Store Employee

Please hold a "Develop Trust Talk" after the Speed of Trust – Relationship Trust Workshop. Identify a team member in your store with whom you would like to hold a trust talk with. Be prepared to discuss how your Trust Talk when during the next workshop.

Trust Talk Guidelines

- Select a team member with whom you would like to **deliberately increase trust** with
- Approach the team member with respect, friendliness, and kindness
- Refer to your "Develop Trust" Talk card from your Speed of Trust Action Cards
- Follow the below steps to prepare for your Trust Talk

1

Start with Self

- Assess your own credibility and behavior before the talk.
- How does the other person view your 4 Cores of Credibility?
- Are you behaving in ways that increase trust?

2

Declare Your Intent

Suggestion of how to declare your intent:

- "It's important to me that we have trust in our working relationship. I'd like to talk with you about it for a few minutes."
- "Is that OK?"

3

Listen First

Suggestion of what to ask to listen first:

- "Share with me three behaviors that are important to you that build trust and confidence." (Wait for response)
- "Of these three behaviors, which one is the most important to you?" (Wait for response)
- "When people don't insert behavior, what does that look like to you? What would it look like if people did insert behavior?" (Wait for response, then reflect back to ensure understanding.)

4

Create Transparency

Suggestion to create transparency:

- "Is it all right if I share some behaviors that are important to me?"
- Share behaviors that are important to you and why.



5

Keep Commitments

Suggestion to keep commitments:

- “I will commit to these behaviors you identified. Will you let me know if I get off track?”

6

Practice Accountability

Suggestion to practice accountability:

- “Can we agree to follow up every two weeks to discuss how we are doing, and to possibly discuss new behaviors?”

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