

Moving to “Truckles”

Personalize Team Truckles

Another way to approach Truckles is to have each team member focus on his/her individual development rather than the entire team working on the same behavior on the same cadence (as done when a team first starts *Trust Huddles*; see page 1).

Two cards in the deck that are helpful for this are the “Trust Action Cards Index”.

These cards focus on typical trust issues at work and allow an individual to choose where he/she needs to focus. During the Truddle, he/she declares which behavior they are focusing on and what actions they are taking to improve in that behavior. Specifics do not have to be provided, but providing the team with a sense of why he/she choose this focus and what they hope to gain is appropriate.

Trust Action Cards Index

Use the Trust Action Cards to meet the following typical trust issues at work. Remember, always start with yourself by checking the 4 Cores of Credibility Cards.

What do I do when...	13 Behaviors Trust Action Cards
The boss doesn't trust me?	6 / 7 / 9 / 10 / 11
I don't trust the boss?	2 8 9 10
I make a mistake that affects other people?	1 / 3 / 4
A co-worker has let me down?	1 2 9 11 13
I'm not going to be able to meet a deadline?	4 / 6 / 7 / 8
My boss thinks I'm not delivering?	1 4 6 9 11
Customers are let down?	4 / 7 / 12
There's bad publicity?	3 4 8
I need to build trust with my co-workers?	2 / 3 / 5 / 6 / 12

Trust Action Cards Index

What do I do when... 13 Behaviors
Trust Action Cards

I need to restore trust in a damaged relationship?	2 / 4 / 10 / 12
I want to gain the trust of someone older?	2 6 7 11
I want to gain the trust of someone younger?	2 / 3 / 5 / 13
I can't get needed resources?	3 9 10
Someone is undermining me at work?	2 / 3 / 8
People around me start talking about someone else?	2 5 8
I'm not sure what others expect from me?	3 / 9 / 10 / 11
People won't talk about important issues?	1 2 3 8
I feel misunderstood?	1 / 3 / 11
I'm having problems with a co-worker?	1 2 5 11

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What do I do when... 13 Behaviors
Trust Action Cards

I'm feeling overwhelmed at work?	3 / 8 / 9
I become aware that illegal/dishonest things are going on?	1 3 4 8 10
I need to delegate a task to someone?	9 / 10 / 13
I need to hold others accountable?	1 2 10 12
I need to negotiate an agreement with someone?	1 / 2 / 9 / 11 / 12
I want to motivate others to do their best?	5 9 10 13
Someone isn't performing?	1 / 8 / 9 / 11 / 13
I have to let someone go?	1 2 5 8
Someone fails to keep an important commitment?	1 / 2 / 8 / 11
Someone takes credit for something I did?	1 2 3

Trust Action Cards Index

What do I do when... 13 Behaviors
Trust Action Cards

We overpromise something to a customer?	1 / 3 / 4 / 9 / 12
I feel someone has been promoted or rewarded unfairly?	1 2 5 9
Cynicism is building up because of a lack of trust?	1 / 3 / 5 / 8 / 12
I'm tempted to cover up a mistake?	1 3 4 12
I get blamed for something that is not my fault?	1 / 3 / 9 / 10 / 12
I feel offended?	1 2 5 11
Our team suffers from a credibility problem?	3 / 4 / 6 / 7
A customer is being unreasonable?	9 11 12
I lack confidence in a co-worker?	1 / 5 / 9 / 13