Preparing For A Trust Conversation

Raj Chawla

1. **Determine your readiness for talking to the person or stakeholder about the trust issue by addressing the following questions:**
   - What is the impact on the results work by not having trust with this person or stakeholder? In what ways does the lack of trust influence or impact being in high action and high alignment?
   - What might you lose by having the conversation (e.g., relationship, status)? What might you lose by continuing to distrust this person (e.g., not meeting performance targets)?
   - How will it benefit the results work - being in high action and high alignment - by trusting this person?

   If this trust conversation does not benefit your results work or move you into high action and high alignment then you may not need or be ready to have this conversation. Therefore, examine what issues (other than trust) might be present that are impacting the results work.

2. **Identify the trust assessment(s) you are concerned with: sincerity, competence, and/or reliability - be clear on your standards for sincerity, competence, and reliability.**

   If you are not able to name your assessments or identify your standards you may need to gather more data, gain greater clarity on your criteria or definition, and/or re-examine the issue of a break in trust

3. **Identify the specific actions or behaviors that have led to your assessment of distrust.**
   - Name, as specifically as possible, what the person did and/ or said (or don't do/ say) in order to help the person understand what happened and the impact of what happened.

   If you are not able to identify specific behaviors or actions you may need to gather more data and/or re-examine the issue of a break in trust

4. **Determine what you need from them in order for them to regain your trust.**
   - Be specific about your "conditions of satisfaction" – **your "how much" "how well" and "difference made" performance measures** – that you will be looking for to demonstrate a regaining or rebuilding of trust?
   - Determine if there is a timeframe involved.
   - Ensure there is alignment or agreement on these conditions of satisfaction.

   If you are not able to be specific about your conditions of satisfaction you may need to re-examine your criteria for working in high action and high alignment and/or re-examine the results work and the aligned contributions needed to make progress on the result itself.