


HOW FULL IS YOUR TRUST TANK?



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FOREWORD BY MARK SANBORN,
AUTHOR OF THE NEW YORK TIMES BESTSELLER THE FIVE FACTORS

TRUST•OL•O•GY

THE ART AND SCIENCE OF
LEADING HIGH-TRUST TEAMS

RICHARD FAGERLIN

Definition of TRUST:
Confidence in your relationship with others

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**I DON'T
TRUST
THEM**

<input checked="" type="checkbox"/>	Larry
<input type="checkbox"/>	Gayle
<input type="checkbox"/>	Jim

**IMPACT
OF
TRUST**

HIGH TRUST	LOW TRUST

The Big Lie

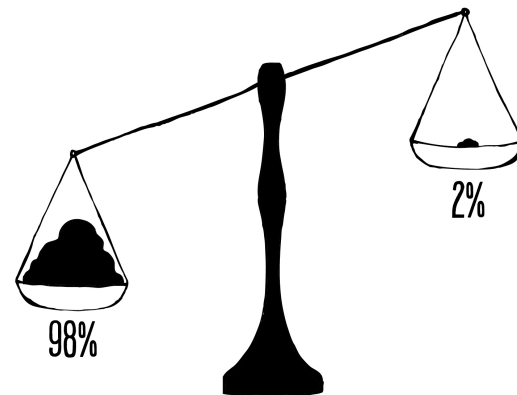
TRUSTS BIGGEST LIES

Trust is **earned** over **time**

It takes a **lifetime** to earn it
and a **second** to lose it

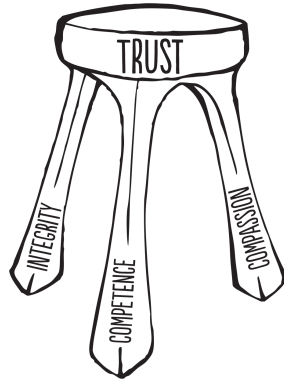
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DISCLAIMER



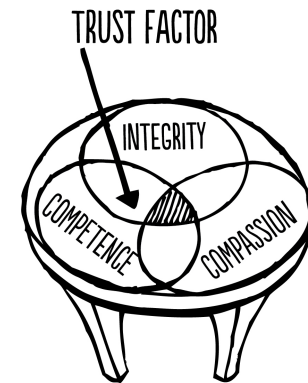
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THE TRUST MODEL



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THE TRUST FACTOR



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**NOW
WHAT**

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PUTTING THE TRUST MODEL TO WORK

1. Everyone needs a **CPA**
2. Assume **POSITIVE INTENT**
3. Be **OFFENSIVE**
4. Quit building **"SELF ESTEEM"**
5. **CANDOR** with **CARE**

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PUTTING THE TRUST MODEL TO WORK

6. Treat people **DIFFERENTLY**
7. Focus less on the **FINISH LINE**
8. Words are like **TOOTHPASTE**
9. Get **BETTER** not **BIGGER**
10. Lose **RIGHTS** gain **RESPONSIBILITIES**

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**If it is to
be...
It is up to
me!**

3 things **you** can
personally do
to impact **trust**
for the **better**

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