

*The Speed of Trust*  
Steven M. R Covey

- \* What is trust?
- \* What are two key areas where confidence is important if trust is to be established?

***Distrust involves suspicion of a person's integrity, agenda, capabilities, and/or track record.***

- \* Think of a person with whom you have a high-trust relationship.

Describe the relationship.

How does it feel?

How well do you communicate?

How quickly can you get things done?

How much do you enjoy this relationship?

- \* Think of a person with whom you have a low-trust relationship. Work through the same grid describing that relationship.

- \* What is Covey's "economics of trust?" How would you evaluate this?

- \* What is the trust tax? the trust dividend?

- \* Covey talks about trust myths. What are his trust myths and what do you think about his theory?

- What are the five waves of trust?

- 1.
- 2.

- 3.
- 4.
- 5.

➤ What are the four cores of credibility?

- 1.
- 2.
- 3.
- 4.

***TAKE THE FOUR CORES OF CREDIBILITY ASSESSMENT AND SCORE YOURSELF. HOW DID YOU DO? WHAT ARE YOUR AREAS OF WEAKNESS? HOW WILL YOU WORK TO INCREASE YOUR AREAS OF WEAKNESS? WHAT WILL YOU BE DOING TO MAINTAIN YOUR STRENGTHS?***

- \* According to Covey, relational trust is all about consistent behavior? How do you feel about that statement?
- \* Why might behavior matter? Is it really possible to change one's behavior? Aren't people pretty much going to behave the same throughout all of their lives?
- \* What do you think about Covey's ideas related to trust accounts?

➤ Of the thirteen behaviors Covey develops in the section on relational trust, which do you see as most critical – to you personally? to this department? to Moody Bible Institute?

***TAKE THE THIRTEEN BEHAVIORS ASSESSMENT FOR BOTH YOURSELF AND THIS DEPARTMENT AND SCORE BOTH ASSESSEMENTS. HOW DID YOU DO? HOW DID OUR WORK UNIT? WERE THE RESULTS SIMILAR? DIFFERENT? HOW SO? HOW DO WE WORK TO IMPROVE ON BOTH FRONTS?***

1. Why is straight talk so important? How are we doing on the straight talk issue in our work unit? Do we suffer from straight talk going too far?
2. How are we doing at demonstrating respect? How can we demonstrate that we care?

3. Is this department a transparent work environment? Is there any “information withholding” going on? How can we work to eliminate any trust tax we may be paying due to a lack of transparency?
  4. How do we do at righting wrongs? Can you think of any wrongs, for which we are responsible, which we have the capacity to right this week? this quarter? this year? Just because someone is offended by an action does that mean there is a wrong that must be righted?
  5. Is this work unit a place where loyalty is demonstrated? What evidence do we have to support our conclusion? What are the keys to strengthening this area?
  6. Do we deliver results? What measurements do we have in place to know whether or not we’re delivering? What would our work area look like if we were accomplishing this completely?
  7. Are we better this year when compared with last year? Is this department a place where people see we are striving to get better? What tangible evidence do we have that we are getting better?
  8. Is the Undergraduate school a place where we confront reality? Where are we doing a great job at confronting reality? What is the number one reality that we are not confronting in this work unit?
  9. What does it mean to clarify expectations? How are we doing at this? Is it important given the nature of our work to do this? Doesn’t everybody know what is expected of them?
  10. How are we doing at the practice of accountability? How would this practice show itself in our department? When things go wrong, what happens here?
  11. When we talk about critical issues do we listen first? When we listen are we really listening or are we working on our reply or explaining away what is being said? Key to listening is trying to understand the other person. Is that something that happens in our area? Do you feel listened to when you speak?
  12. How are we doing at keeping commitments? Can we point to any commitments we’ve made in the last couple of years which we’ve kept? What outstanding commitments do we need to keep?
  13. What does extending trust mean? What does it not mean? What is the difference between extending trust abundantly and extending trust conditionally? How do we know if we are extending trust appropriately?
- What jumped out at you while reading the book that we haven’t discussed?

- What does all this mean for our department *this year*?
- What else do we need to say about this book and our department?