
Trust Inventory

Truthfulness

- When am I afraid to tell the truth? Why?
- Am I breaking a confidence by telling the truth? (*How can I tell the truth without breaking confidence?*)
- What assumptions shape the truth as I see it? (*How much of this might I be making up?*)
- Are my actions aligned with my values and beliefs?

Reliability

- Do I deliver more than I promise or promise more than I deliver?
- What percentage of the time am I early or on time to meetings and appointments? What is my percentage rate in returning telephone calls and e-mails?
- Am I consistent in my reactions from one day to the next, or do my moods cause me to react to others in an unpredictable fashion?

Understanding

- Do I make it easy for others to tell the truth? (*How do I punish them when they tell me things I don't want to hear?*)
- When listening, am I entering into the other's experience or am I formulating my response?
- Do I ask non-judgmental questions to help the other explore the facts and their emotions concerning their situation?
- Is my first concern to understand the other's point of view rather than getting them to understand my point of view?

Support

- How do I demonstrate support for those around me?
- When someone's name comes up in conversation, do my comments support or undermine this person?
- Am I aware of people who need extra support because of personal crises? What kind of support is appropriate and beneficial?

Time

- Am I using break times and lunch times to have meaningful, powerful conversations with a variety of people in my organization?
- When there is a problem or conflict, do I take time out to deal with it in a direct conversation with the other person?
- Do I allot a portion of my day for relationship building, or am I focused exclusively on the tasks at hand?