



Business Leadership Group

Ken Blanchard, Trust Works! -Session 1 of 3

“Trust in the LORD and do good. Then you will live safely in the land and prosper.” Ps 37:3 NLT

Session Highlights:

- Take a few moments to describe traits of trustworthy people. Compare to those mentioned in the video.
- Ken identified 4 dimensions of Trust that are addressed on the assessment on the next page. Take a few minutes to score yourself and discuss with the group.

Write down one or two concepts from this session that could improve your business or personal life:

Select the item above that would make the most impact or warrants immediate attention and answer the following questions:

1. Should I apply this concept or practice to my business or personal life?
2. Can I commit to a schedule to implement this application? [explain and discuss with the group, if necessary]
3. How will I measure or evaluate the impact of these changes in my business or personal life?
4. When will I implement? ____/____/____

Comment:

5. Will I share with others the outcomes following implementation?

6. What story can I share to multiply the blessing of past applications from this group?



Development Objectives:
Life, Leadership, Excellence, Kingdom

Trust Works Self-Assessment

Consider your role at work, then reflect on these trust dynamics and score yourself

ABLE	Hardly Ever-1	Sometimes-2	Often-3	Very Often-4	Always-5
Get quality results					
Solve problems					
Am highly skilled					
Am good at what I do					
Have relevant experience					
Use my skills to assist others					
Strive to be the best at what I do					
ABLE SCORES					
BELEIVABLE					
Keep confidences					
Admit when I am wrong					
Am honest					
Avoid backbiting					
Am sincere					
Am nonjudgmental					
Show respect for others					
BELEIVABLE SCORES					
CONNECTED					
Listen well					
Praise others' efforts					
Show interest in others					
Share about myself					
Work well with others					
Show empathy for others					
Ask for input					
CONNECTED SCORES					
DEPENDABLE					
Do what I say I will do					
Am timely					
Am responsive to requests					
Am organized					
Am accountable for my actions					
Am consistent					
DEPENDABLE SCORES					
<p>Consider your scores for the trust dimensions, recognizing that lower scores highlight Opportunities For Improvement. Higher scores are considered Strengths.</p> <p>For your Strengths: "If you think you are standing strong, be careful not to fall." 1 Cor 10:12 NLT</p> <p>For your Opportunities for Improvement: "Just say a simple, 'Yes, I will,' or 'No, I won't.' Anything beyond this is from the evil one." Mt 5:37 NLT</p>					



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Ken Blanchard, Trust Works! -Session 2 of 3

Trust in the LORD with all your heart; do not depend on your own understanding.
Seek his will in all you do, and he will show you which path to take. Pr 3:5-6 NLT

Session Highlights:

- **Active communication** distinguishes *delegation* from *abdication*—Ken Leigh’s ethical failure with Enron stands as a stark example of abdication.
- Ken suggests that Pete Rose would have been inducted into the baseball Hall of Fame—if he had only taken responsibility for his mistakes and admitted it.
- Ken states the biggest problem with Christianity is our lack of believability.
- Routine other-centered communication and structure is critical to any relationship, family, friend or co-worker. “Nothing good happens by accident” Peter Drucker

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3. Should I apply this concept or practice to my business or personal life?
4. Can I commit to a schedule to implement this application? [explain and discuss with the group, if necessary]
3. How will I measure or evaluate the impact of these changes in my business or personal life?
4. When will I implement? ____/____/____

Comment:

5. Will I share with others the outcomes following implementation?
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Ken Blanchard, Trust Works! -Session 3 of 3

Barnabas was a dependable man, and he was full of the Holy Spirit and faith.
A large crowd believed in the Lord. Acts 11:24 GWT

Session Highlights:

- **Timeliness, consistency, reliability, organization, accountability and fulfilling commitments are requirements of Dependability.** Without accountability, we can be oblivious to failures in the others.
- When a loved [employee] one says “you don’t trust me” that is a ripe opportunity for rich dialogue.
- Restoring trust requires **Acknowledging** the issue, **Admitting** one’s own role in breaking trust, **Apologizing** for contributing to the issue, **Assessing** the specifics and **Agreeing** on action steps.

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Select the item above that would make the most impact or warrants immediate attention and answer the following questions:

5. Should I apply this concept or practice to my business or personal life?
6. Can I commit to a schedule to implement this application? [explain and discuss with the group, if necessary]
3. How will I measure or evaluate the impact of these changes in my business or personal life?
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