



# 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:

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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:

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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?

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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					
<b>ABLE SCORES</b>					
<b>BELEIVABLE</b>					
Keep confidences					
Admit when I am wrong					
Am honest					
Avoid backbiting					
Am sincere					
Am nonjudgmental					
Show respect for others					
<b>BELEIVABLE SCORES</b>					
<b>CONNECTED</b>					
Listen well					
Praise others' efforts					
Show interest in others					
Share about myself					
Work well with others					
Show empathy for others					
Ask for input					
<b>CONNECTED SCORES</b>					
<b>DEPENDABLE</b>					
Do what I say I will do					
Am timely					
Am responsive to requests					
Am organized					
Am accountable for my actions					
Am consistent					
<b>DEPENDABLE SCORES</b>					
<p>Consider your scores for the trust dimensions, recognizing that lower scores highlight Opportunities For Improvement. Higher scores are considered Strengths.</p> <p><b>For your Strengths: "If you think you are standing strong, be careful not to fall." 1 Cor 10:12 NLT</b></p> <p><b>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</b></p>					



# Business Leadership Group

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

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:

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Development Objectives:  
Life, Leadership,  
Excellence, Kingdom



# Business Leadership Group

## 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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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?
4. When will I implement? \_\_\_\_/\_\_\_\_/\_\_\_\_

Comment:

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Development Objectives:  
Life, Leadership, Excellence, Kingdom