




WBC Training
Building Business Capabilities

**WEBINAR
TRUST IN ACTION**

20 FEBRUARY 2024

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20 February 2024

1



Trust in Action

"The best way to find out if you can
trust somebody is to trust them."

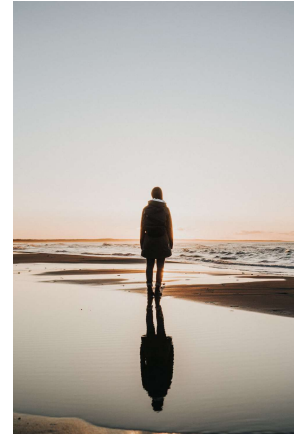
Ernest Hemingway

2



Reflection: Do I Trust Myself?

1. Do I trust my instincts when faced with challenging situations or tough decisions?
2. Do I trust my judgment in choosing healthy relationships and connections?
3. Can I forgive myself for past mistakes and move forward without dwelling on them?



3



Reflection: Do I Trust Others?

1. Do my past experiences strongly influence my current level of trust in others?
2. Am I open to forgiving and rebuilding trust after it has been broken?
3. Am I generally comfortable relying on others for support or assistance?



4



Reflection: Do People Trust Me?

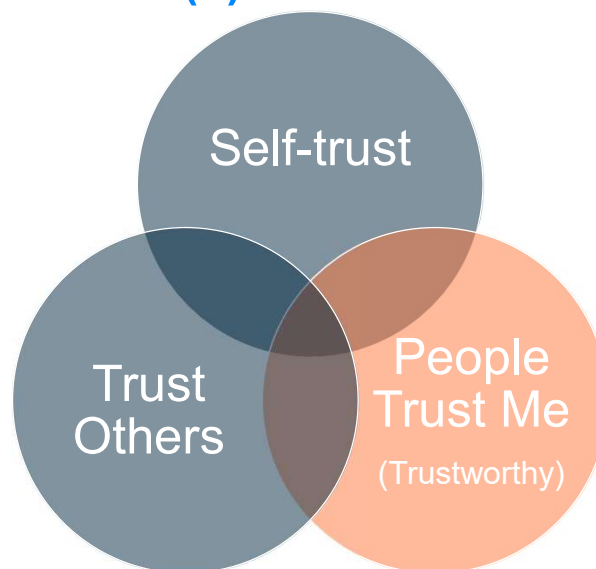
1. Have I ever caught myself exaggerating the truth to make a story more interesting?
2. Do I believe that my actions align with the values I express to others?
3. Have I ever withheld information from someone because I thought it might harm my relationship with them?




5



Knowing Myself – Knowing Others (1)



6



WBC CREST Model


Credibility
Having the experience, skills and qualifications others expect.

Reliability
Delivering on and exceeding expectations.

Empathy
Understanding and respecting others' needs and values.

Safety
Creating a culture where it's okay to take risks and speak up.

Time
Creating time to make connections.




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7



Betrayal: An Opportunity to Build Trust

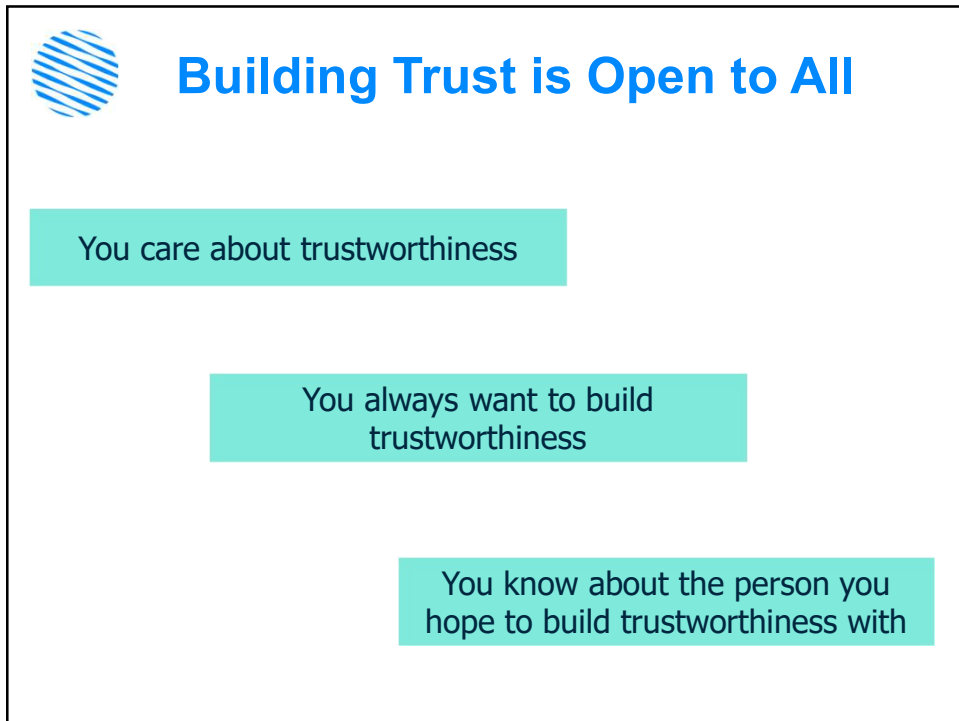
- **Initiate a discussion**
 - Others may not want to acknowledge their distrust in you
 - Look for signs of distrust - changes in behaviour
 - As soon as possible
- **Acknowledge**
 - Recognise what you did was wrong
 - Use CREST to describe your actions and damage done
 - If true, state you did not intentionally betray their trust
 - Avoid excuses and justifications
- **Apologise**
 - Take responsibility
 - Do not blame others
 - Ask for forgiveness
 - State you will try to redeem yourself
 - Ask how you can make amends




8



9



10