

HOW? HOW? HOW? STRATEGY

Ask *How?* until you have a specific, immediate action.

Eight Pillars of Trust

Put a (+) by your organization's strongest pillar, and a (-) by your greatest opportunity for growing trust.

- ___ **Clarity:** People trust the clear and mistrust the ambiguous.
- ___ **Compassion:** People put faith in those who care beyond themselves.
- ___ **Character:** People notice those who do what's right over what's easy.
- ___ **Competency:** People have confidence in those who stay fresh, relevant and capable.
- ___ **Commitment:** People believe in those who stand through adversity.
- ___ **Connection:** People want to follow, buy from, and be around friends.
- ___ **Contribution:** People immediately respond to results.
- ___ **Consistency:** People love to see the little things done consistently.

How? How? How?

1. Choose a pillar.
2. Pick one specific area of that pillar to focus on.
3. How? _____

4. How? _____

5. How? _____

6. Final How? _____

(Include the *who*, *when*, and *where* if needed.)

90-Day Quick Plan: Team

The best way to improve your organization is to work within *what your team can control and improve*. Work through the 90-Day Quick Plan process below thinking about how your team can most improve itself and therefore improve the organization.

90 DQP goal/result we hope to achieve:

Where are we now?

Where do we want to be in 90 days?

Why?

How?

How?

How?

(Include the *who*, *when*, and *where* if needed.)

When people stop trusting a company, they project that mistrust onto everything associated with it.