



# Building a Trust The Professional Bank Account

**What makes a  
SUCCESSFUL team?**



# Building a Trust

## The Number 1 Thing





# Everything is Built Based on TRUST

TRUST

BANK ACCOUNT

We all know how our regular bank account works. We make deposits, save up money, and when we need that money later, we withdraw it.

A professional bank account is an account of trust instead of money.

It's an account based on how safe you feel with another person.



# Building a Trust The Professional Bank Account



The quality of relationship depends on which side you invest more



# What Does Trust Mean To You?



# What Does Trust Mean To You?

## Emotional Bank Account (Trust Account)

### Withdrawals

- Breaking commitments
- Betraying promises
- Being unkind
- Talking behind the other person's back
- Being dishonest
- Being lazy
- Saying things you regret
- Not living up to your expectations
- Being late
- Blaming others

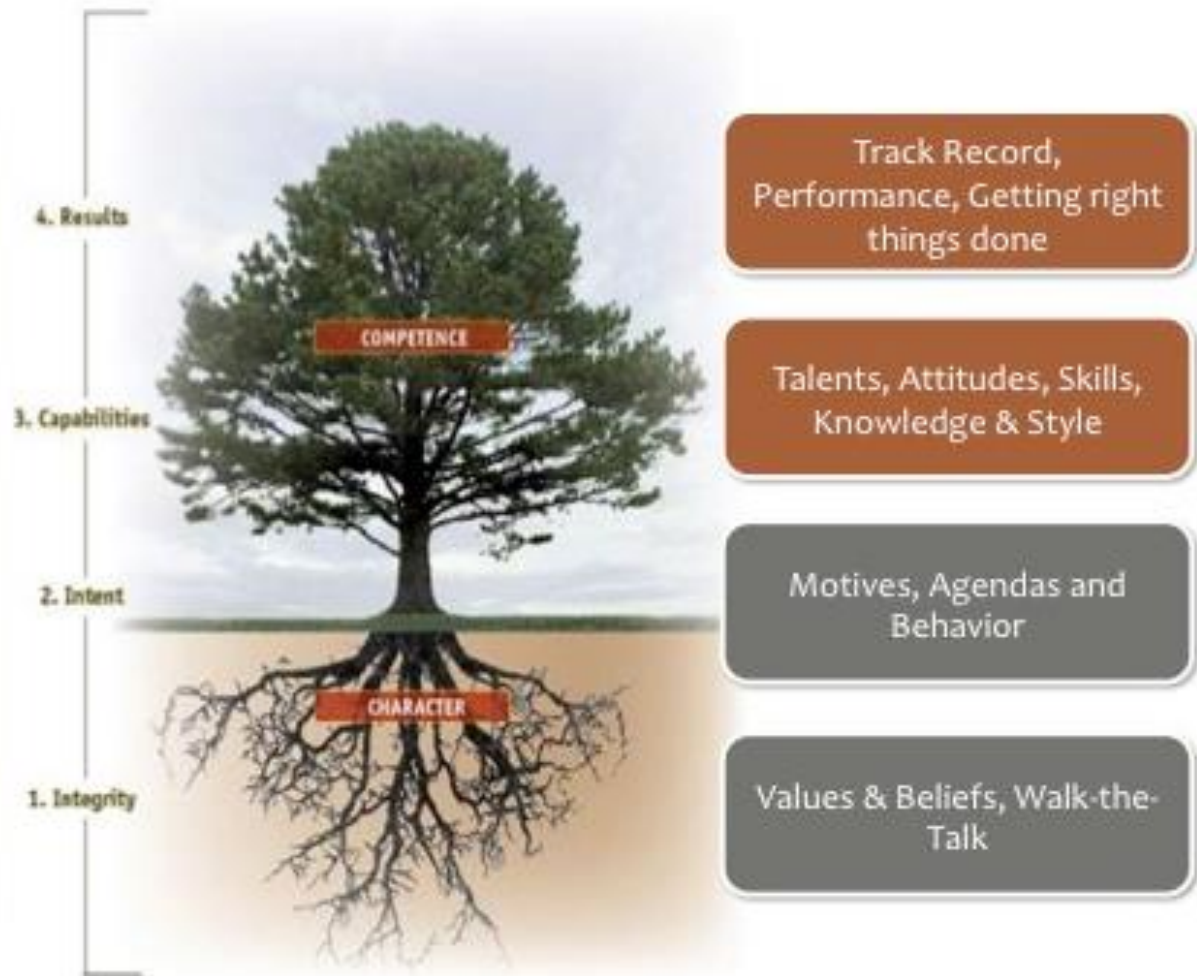
### Deposits

- Understanding the other person
- Listening intently and empathizing
- Caring and acting with kindness
- Keeping commitments
- Clarifying expectations
- Attending to the little things
- Smiling and hugging
- Showing personal integrity
- Building character
- Apologizing when we make a withdrawal

# Building a Trust

## Stephen Covey's Mental Model of Trust

- Integrity is essentially below the surface; it's the root system out of which everything else grows
- Intent is somewhat more visible; it's that which emerges from beneath the surface
- Capabilities are the branches; they are the capacities to produce.
- Results are the fruits – the visible, tangible, measurable outcomes that are most easily seen and evaluated by others





# Team Exercise: Talk About Examples of Withdrawals and Deposits

## The Professional Bank Account

<b>Withdrawals</b>	<b>Deposits</b>
Never providing status on what you said you would do	Following up on assigned action items