

THE TRUST equation

$$T = \frac{C+R+I}{S}$$

T = TRUSTWORTHINESS

C = CREDIBILITY

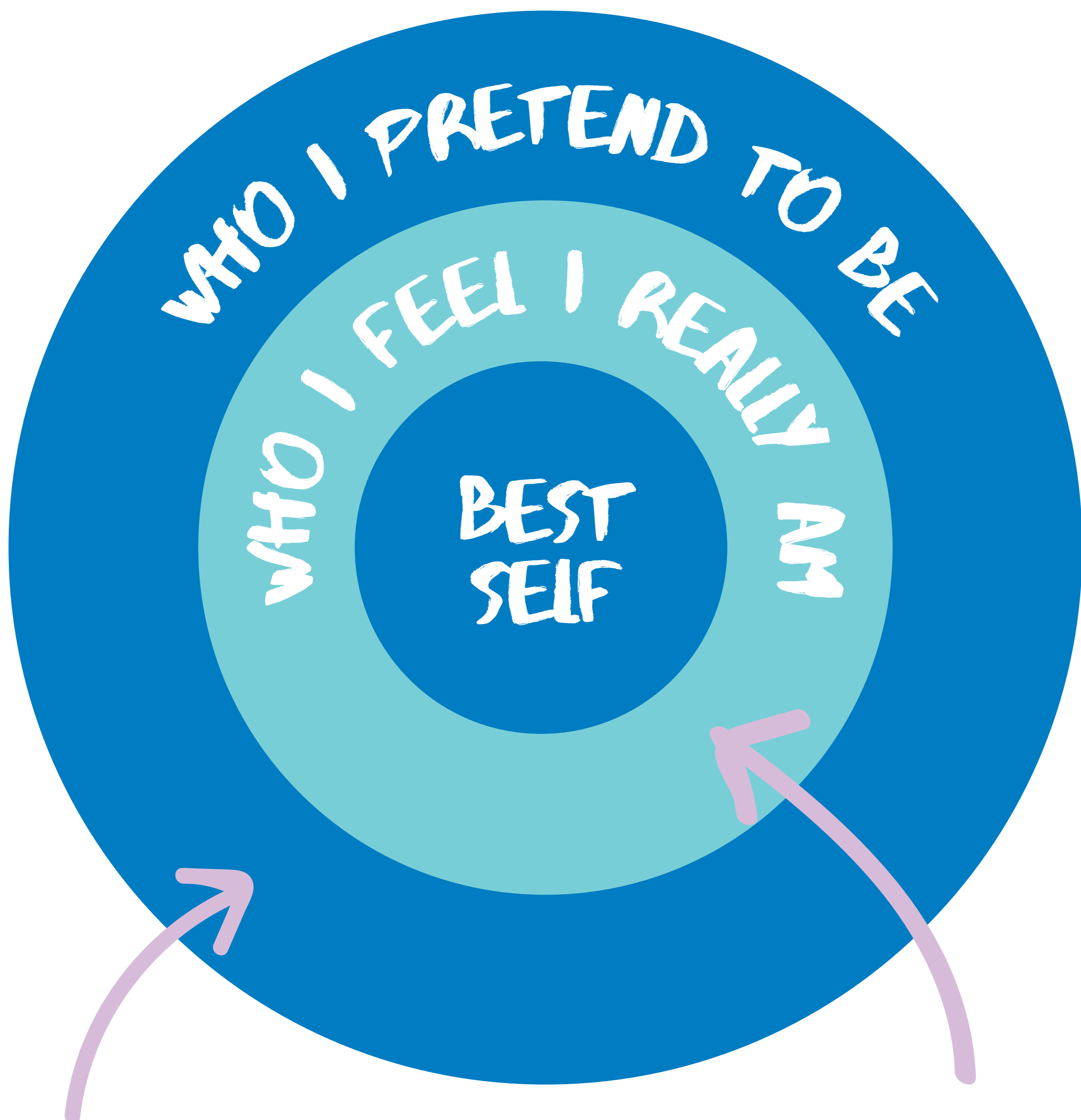
R = RELIABILITY

I = INTIMACY

S = SELF ORIENTATION

– Maister, Galford & Green

SELF LIMITING beliefs



Armour/Mask

Limiting Beliefs
(not true)

SELF LIMITING beliefs

Example: Self limiting belief is about senior people/hierarchy

EVENT/
TRIGGER

Someone who is senior to me asks me a question

MEANING I
GIVE IT

They think I don't know
They think I'm incompetent
They are displeased with me

ACTION I
TAKE

I waffle/appear nervous
I stumble over my answer

IMPACT

They think I don't know
They think I'm incompetent

BEST SELF

EMPOWERING belief

- ★ From the feedback you have had about your impact at your best, select the impact you are most pleased with/proud of
- ★ Turn it into an empowering belief
eg. I inspire people
I create excitement
- ★ Must be from 'I'
No 'sometimes' or 'can'!

DEFINITION OF ENGAGEMENT

“...ENGAGEMENT IS THE EMOTIONAL COMMITMENT AN INDIVIDUAL HAS TO AN ORGANISATION AND IT'S GOALS. THIS EMOTIONAL COMMITMENT MEANS ENGAGED INDIVIDUALS ACTUALLY CARE ABOUT THEIR WORK AND THEIR COMPANY.”

- forbes.com 22/06/12

ENGAGEMENT LADDER

COMMITTED

I make it my idea

ENROLLED

"Great idea, count me in, glad we're doing it, I'll champion it"

WILLING COMPLIANCE

Go along with it, do what is required, little ownership
"You're the boss"

GRUDGING COMPLIANCE

"You can tell me, I will do it" – don't expect enthusiasm

APATHY

Not willing to invest energy
"Why should I?"

RESISTANCE

Don't agree with it
Will challenge / sabotage

UNAWARE

No relationship
"Why are they doing this?"