

# TRUST MIDWEEK SERIES OUTLINE

DATES: Wed Jan.8, Jan. 22, Feb. 5<sup>th</sup>, 2025

RESOURCE: “The Speed of Trust” Stephen M.R. Covey

I. Introduction

- A. “One common characteristic to every individual relationship, team, family, organization, nation, economy, and civilization throughout the world – one thing which, if removed, will destroy the most powerful government, the most successful business, the most thriving economy, the most influential leadership, the greatest friendship, the strongest character, the deepest love. That one thing is trust.” - Stephen M. Covey
- B. Trust is something you can do something about.
  - 1. Bible reference:  
Gen 15:20, Psalm 9:10, Isaiah 41:10, Phil 4:6-7, Psalm 62:8, Prov. 3:5, 1Sam 18:1-7, Prov. 29:25  
Isaiah 12:2, Job 13:15, Psalm 56:3-4.
  - 2. Exercise:  
Think of a person with whom you have a high trust relationship. Describe this relationship. How quickly can you get things done together? How much do you enjoy this relationship?
  - 3. Imagine the difference it would make if you were able to increase the amount of trust in personal your personal and professional relationships in your life.

II. Defining Trust

A.

MYTH	VS	REALITY
Trust is soft.		Trust is hard, real, quantifiable. It affects speed and cost.
Trust is slow.		Nothing is as fast as speed of trust.
Trust is built solely on integrity.		Trust is a function of both character (which includes integrity) and competence.
You either have trust or you don't.		Trust can both be created and destroyed.
Once lost, trust can not be restored.		Though difficult, in most cases lost trust can be restored.
You can't teach trust.		Trust can be effectively taught and learned.
Trusting people is too risky.		Not trusting people is a greater risk.
Trust can only be built face-to-face.		Trust can be built on virtual teams and in digital environments.
Trust is established one person at a time.		Establishing trust with one establishes trust with many.

B. Trust means *confidence*. Distrust means *suspicion*.

C. *What is it in you that inspires the trust of others?* Your character – certainly. Also, your competence.

Gen 1:27 “So God created mankind in his own image...be fruitful...increase...fill...subdue...”

- 1. Our goal is to be worthy of trust and credible.
- 2. Credibility – Latin root is *credere*, meaning to “believe.”
- 3. The result of high character and high competence is credibility, judgement, and influence.
- 4. Character includes your integrity, your motive, your intent with people. Competence includes your capabilities, your skills, your results, your track record. Both are vital. Consider all that Jesus said (scripture) and did (miracles and sacrifice) to give glory to God.

### III. How Trust Works

A. "Trust is one of the most powerful forms of motivation and inspiration. We all want to be trusted. People respond to trust. They thrive on trust. Whatever the situation, we need to get good at establishing, extending, and restoring trust – not as a manipulative technique, but as the most effective way of relating to and working with others, and the most effective way of getting results." Stephen M. Covey

#### B. Five Waves of Trust

##### 1. **Self Trust – Credibility**

a. Perceptions: how I rated myself; how I rate everyone else

##### 2. **Relationship Trust – The Principles of Behavior**

3. Organizational Trust - Alignment

4. Market Trust – Reputation

5. Societal Trust – Contribution

#### C. **Four Cores of Credibility**

1. **Integrity** – Honesty/humility/authenticity

2. **Intent** – Purpose/motive/heart/perception

3. **Capabilities** – T A S K S (Talents/Attitudes/Skills/Knowledge/Style)

4. **Results** – Discovery/responsibility

### IV. **The Principles of Behavior**

A. Learning how to interact with others in ways that increase trust.

#### B. **Thirteen Behaviors**

1. Straight Talk – *Honesty* (1 Cor 3:18, Prov 11:3)

2. Demonstrate Respect – *Golden Rule in action* (Mat 7:12, Phil 2:3)

3. Create Transparency – *Openness* (Psalm 119:33-40, Prov. 28:13)

4. Right Wrongs – *Demonstrate humility* (Luke 19:1-10)

5. Show Loyalty – *Faithfulness* (Jonathan, Ruth)

6. Deliver Results – *Responsibility* (Mat 25:14-30)

7. Get Better – *Mature* (Col 1:28-29)

8. Confront Reality – *Courage* (Exodus 32:11-14)

9. Clarify Expectations – *Be Ready* (Micah 6:8, Luke 12:40)

10. Practice Accountability – *Consistency* (Heb. 13:8, Psalm 33:11, Num 13:19)

11. Listen First - *Understanding* (Jam 1:19, Prov. 19:20)

12. Keep Commitments – *Promises* (John 3:16, Luke 1:13, Psalm 32:8)

13. Extend Trust - *Empowerment* (Job 1:8, Gen 18:16-33)

### V. **Restoring Trust**

A. The quickest way to make a withdrawal is to violate behavior of character; the quickest way to make a deposit is to demonstrate a behavior of competence.

B. Remember: People tend to judge others based on behavior and judge themselves based on intent.

C. Self-Trust: "Often, the most difficult trust to restore is trust in ourselves. When we violate a promise we've made to others, fail to follow through on a goal, or act in a way that goes against our deepest values, our self-trust can really take a dive. And when we have repeated infractions, we often beat ourselves up so thoroughly that we seriously wonder if we can ever have faith in ourselves again."

D. Forgiveness – Work through **The Principles of Behavior**