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# Ci2i Tool Box

## **BUILDING TRUST**

The Ci2i Tool Box is intended to provide simple, straightforward communication tools for couples to assist with improving skills in:

- **BUILDING TRUST**
- **LISTENING WELL**
- **CONSTRUCTIVE FEEDBACK**
- **CONFLICT MANAGEMENT**

Very few of us have become experts at any of these skills. We didn't learn them in school because the model is to be "talked at" far more than to "dialogue with." Active and effective listening can prevent many communication mistakes and problems and lead to greater understanding of one another. Constructive Feedback skills allow us to have difficult conversations in positive ways. Conflict management skills help us diffuse a "hot" issue before it gets too far out of hand. These skills work as effectively at work or at home. People often have the exact same communication problems in both places, even though they may show up and play out in different ways.

We urge you to use our free tools to help yourself, to help your partner, and to provide a pathway to richer, more loving conversations about your important relationships

## Ci2i: BUILDING TRUST

Use the following worksheets and information for awareness and building trust in your partnership. Each of you should read and work on your own first. Then come together and discuss where you each want to improve your trust “bank accounts” with each other. Utilize the worksheets to help you get from “I will try...to I will.”

- Trustworthiness is your own and others’ confidence in your character and competence.
- Trust is the universal principle of assured reliance underlying all effective relationships.
- Trust is an outcome of experiences and behaviors that results in strengthening relationships, sustaining positive change, and increasing effectiveness.

The “Emotional Bank Account” is a metaphor coined by S. Covey that describes the amount of trust you have built over time, in each of your relationships.

**Deposits:** build and repair trust in relationships.

**Withdrawals:** lessen or destroy trust in relationships. Depending on its size, one withdrawal can destroy an account’s balance.

In order to have a strong “balance” with others, you must regularly make deposits and consistently prevent withdrawals.

### BEHAVIORS THAT BUILD OR DIMINISH TRUST ACCOUNTS

#### Deposits

Clear expectations \_\_\_  
Kindness, courtesy \_\_\_  
Making/keeping promises \_\_\_  
Loyalty to the absent (don’t talk negatively about them) \_\_\_  
Apologies  
Seeking first to understand \_\_\_  
Accepting responsibility \_\_\_  
Exercising patience with others \_\_\_  
Distinguishing between person and behavior \_\_\_  
Assuming the best of others \_\_\_  
Rewarding open, honest questions and feelings \_\_\_  
Admitting mistakes, apologizing, ask for forgiveness \_\_\_  
Renewing your commitments to others \_\_\_  
Being open to the influence of others \_\_\_  
Accepting the person and the situation \_\_\_  
Agreeing on the limits, expectations, consequences \_\_\_  
Being there for others \_\_\_  
Letting natural consequences teach \_\_\_  
Help others find solutions to problems \_\_\_

#### Withdrawals

Unclear expectations \_\_\_  
Unkindness, discourtesy \_\_\_  
Breaking promises \_\_\_  
Disloyalty, duplicity \_\_\_  
Pridefulness \_\_\_  
Seeking first to be understood \_\_\_  
Blaming others \_\_\_  
Manipulating \_\_\_  
Thinking win-lose \_\_\_  
Being defensive \_\_\_  
Not rewarding others \_\_\_  
Not admitting mistakes \_\_\_  
Being dishonest \_\_\_  
Showing favoritism \_\_\_  
Not giving credit \_\_\_  
Sending mixed messages \_\_\_  
Showing a lack of courage \_\_\_  
Taking advantage of others \_\_\_  
Blame others for mistakes \_\_\_

# TRUSTWORTHINESS SELF-SURVEY

Be VERY honest with yourself and give each answer a 1-10 (1 is low, 10 is high)

While you can relate these questions to work and home, for this purpose, apply the questions ONLY to life with your partner. These are question F. Covey suggests we ask to get honest with ourselves.

## Character

### *Integrity*

I make choices based on my values. \_\_\_\_\_

I use language that reflects a sense of responsibility for my actions. \_\_\_\_\_

I manage my time based on what is most important to me. \_\_\_\_\_

### *Maturity*

I take responsibility for my actions and the results I produce. \_\_\_\_\_

I model positive behavior that encourages others. \_\_\_\_\_

I choose my future and create a vision for it. \_\_\_\_\_

### *Abundance Mentality*

I am happy for others' successes. \_\_\_\_\_

I recognize others' valuable contributions \_\_\_\_\_

I make time for others. \_\_\_\_\_

## Competence

### *Technical*

I consistently produce high quality work. \_\_\_\_\_

I seek opportunities to improve my skills. \_\_\_\_\_

I stay informed about new developments and practices in my profession. \_\_\_\_\_

### *Conceptual*

I assess my skill level honestly. \_\_\_\_\_

I explore a problem thoroughly before seeding a solution. \_\_\_\_\_

I think through plans and projects before implementing them. \_\_\_\_\_

### *Interdependence*

I value and incorporate others' opinions and ideas. \_\_\_\_\_

I seek out and involve others who have the skills necessary for a project. \_\_\_\_\_

# TRUST ACTION PLANNING

You have control over your own trust deposits and withdrawals. You may or may not have influence over the behavior of others in your life but you definitely cannot change anyone but yourself. There are very specific things you can do to build and grow trust in your relationships.

## Setting Goals

Of the character traits and competencies inventory list you completed...

- Circle those that you would like to focus on over the next 30 days. **Choose ONLY your top 2.**
- Write goal statements below.
- Consider what obstacles might block you from achieving them.
- How will you overcome those obstacles?
- Are you willing to share your goals with your partner and accept constructive feedback on progress? If not, why not?

### **Character Goal(s): (Include Deposits if relevant: who, what, when, how)**

Steps I will take to reach my goals...

Obstacles and ways to overcome them...

I'll measure progress by...

### **Competence Goal(s): (Include Deposits if relevant: who, what, when, how)**

Steps I will take to reach my goals...

Obstacles and ways to overcome them...

I'll measure progress by...