

Stuff That Works At Work

Chapter 23

“Trust”

Take Action

Stuff That Works At Work

Chapter 23 Take Action: Content

- Read the book, “The SPEED of Trust: The One Thing That Changes Everything” by Stephen M.R. Covey. Apply everything you learn.
- Start trusting others to do their jobs by refusing to do another person’s job for them. If you manage them, meet with them to align on expectations and then let them perform. Tell them you trust them to deliver, and thank them when they do.
- Start trusting yourself. Begin by listing your areas of expertise—what do you know? What are you best at? Speak up in those areas and lead others.
- Invest time on Stuffthatworksbooks.com to find ways others have made collaboration work for them

Stuff That Works At Work

Chapter 23 Take Action: Action 1

Read the book, “The SPEED of Trust: The One Thing That Changes Everything” by Stephen M.R. Covey. Apply everything you learn.

ACTION

This is a great book. I cannot over sell the book.

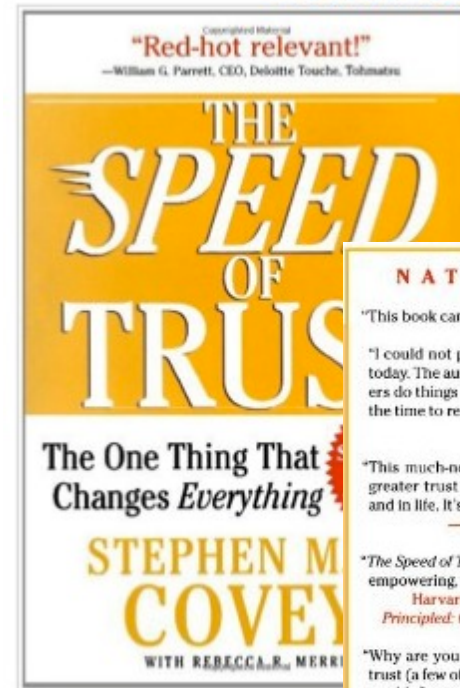
Trust makes things easy.

Build trust. Earn trust. Utilize trust and things just happen faster and smoother throughout life.

Trust builds autonomy. It builds grace. It allows freedom.

Read it now!

EXAMPLES



NATIONAL BESTSELLER

“This book can change lives!” —Larry King

“I could not put this down. It is exactly what business leaders need today. The author discusses with clarity and insight how ‘trusted’ leaders do things better, faster, and at lower costs. Everyone should make the time to read this book.” —Nolan D. Archibald, Chairman of the Board and CEO, Black & Decker Corporation

“This much-needed book provides many practical examples of how greater trust produces better results, at less cost, sooner—at work and in life. It’s invaluable.” —Spencer Johnson, MD, author of *Who Moved My Cheese?*

“*The Speed of Trust* is absolutely the right book for our times—inspiring, empowering, and immediately useful.” —Rosabeth Moss Kanter, Harvard Business School; author of *Confidence and America the Principled: 6 Opportunities for Becoming a Can-Do Nation Once Again*

“Why are you reading the blurbs on this book? Simple, because you trust (a few of) us. Trust drives everything in our nonbranded, too-fast world. So, trust this: This is an important book. The younger Covey has written a book that matters.” —Seth Godin, author of *Small Is the New Big*

“This is a powerful read: brave, imaginative, amazingly prescient, and backed up by empirical and analytical heft. A must-read for anyone in a position of responsibility, from a support group to a global corporation.” —Warren Bennis, author of *On Becoming a Leader*

“*The Speed of Trust* is an amazing book starting with its novel and powerful title—my greatest wonder was why it hadn’t been written before.” —Tom Peters, author of *Re-imagine!*

Stuff That Works At Work

Chapter 23 Take Action: Action 2

Start trusting others to do their jobs by refusing to do another person's job for them. If you manage them, meet with them to align on expectations and then let them perform. Tell them you trust them to deliver, and thank them when they do.

ACTION.

I often find myself doing other people's job.

It is a terrible thing. It exhausts me. It upsets them. It is fundamentally a factor of me not trusting them to get it done.

What has worked for me is to tell them I am sorry for doing their job and not trusting them to do it. Then review my expectations for the job and let them deliver.

Whenever someone does their job well I try to thank them.
Yes I thank them for doing their job. We all need to be thanked.

Start trusting others to do their job. Let them know you are counting on them and thank them when they deliver.

EXAMPLES

Hey Team,

Per our conversation I have spent a lot of time tracking your expenses to ensure you are keeping up on them.

No more.

I am counting on each of you to get them in weekly per our agreement by Friday at noon.

Thanks for the help this will save me a ton of time and angst.

Joe

Danny,

Per our conversation I am trusting you to inform me of any financial exceptions that arise in the operations budget.

We can review exceptions on a weekly basis during our update.

No more late nights for me digging through invoices.

Thanks,

Joe

Stuff That Works At Work

Chapter 23 Take Action: Action 3

Start trusting yourself. Begin by listing your areas of expertise—what do you know? What are you best at? Speak up in those areas and lead others.

ACTION.

IF you are employed you are good at something. Be honest and make the list.

If you are honest you will identify a few things that you are really good at.

You owe it to yourself, your boss and your company to utilize these skills as much as possible.

Make the list. Be specific. Start taking action to make a difference for the better.

EXAMPLES

AREAS I AM GOOD AT	SPECIFICS	ACTIONS
Presenting	Fun, Concise, Entertaining	Volunteer more
Customer Knowledge	Managed all accounts directly at some time	Set up lunch and learns
Process Design	Lots of experience	Volunteer for ERP Install
Team Building	Like it, good at it	Monthly Outings

Hey Boss,

I thought I'd volunteer to help with the ERP system install.

I have skill in process design and have worked on similar projects in the past.

IT is a ton of work but I can do it and would love the opportunity to help out.

Thanks,

Joe

Stuff That Works At Work

Chapter 23 Take Action: Action 4

Invest time on Stuffthatworksbooks.com to discover more ways to add fun to daily office life.

ACTION.

This is an easy one.

I believe that each of us can help someone else.

There is so much to know and to experience. You just can not do it on your own. So the best way forward is to share and learn from each other.

Technology makes this so easy today. That is why I built the web site Stuffthatworksbooks.com.

It only reaches its potential if you join in and add the stuff that works that you have found. Please make a contribution today. Help others find the Stuff That Works.

Others have already shared their stuff that works so be sure to check the site often as there is probably something to improve every area of your life.

The community is waiting and growing. I hope you will join in and make a positive difference.

Thank you!

EXAMPLES

CONTRIBUTE

It is easy to share your Stuff That Works.

Simply click on “Contribute” from the main menu.

Then select “Submit an Idea”.

Easy!

Learn From Others

It is easy to Learn Stuff That Works from others.

Simply click on “Contribute” from the main menu.

Then select “Search for Stuff That Works”.