

# GAINING AND GIVING TRUST

with Dr. Gavin Adams



**“You must trust  
and believe in  
people or life  
becomes  
impossible.”**

— Anton Chekhov



**“I trust no one,  
not even myself.”**

— Joseph Stalin

“Teams use trust as **currency**. If it is in short supply, then the team is poor. If trust abounds, the members of the team have purchase power with each other to access each others’ **gifts, talents, energy, creativity, and love**. The development of trust then becomes a significant **leadership strategy**.”

— Reggie McNeal



# Trust is the **combination** of character and competency.

## **CHARACTER**

Integrity, motive,  
and intent with  
people.

## **COMPETENCY**

Capabilities, skills,  
results, and track  
record.



# CHARACTER

The extent to which I believe you care about me and will back me up

**AFFECTION**

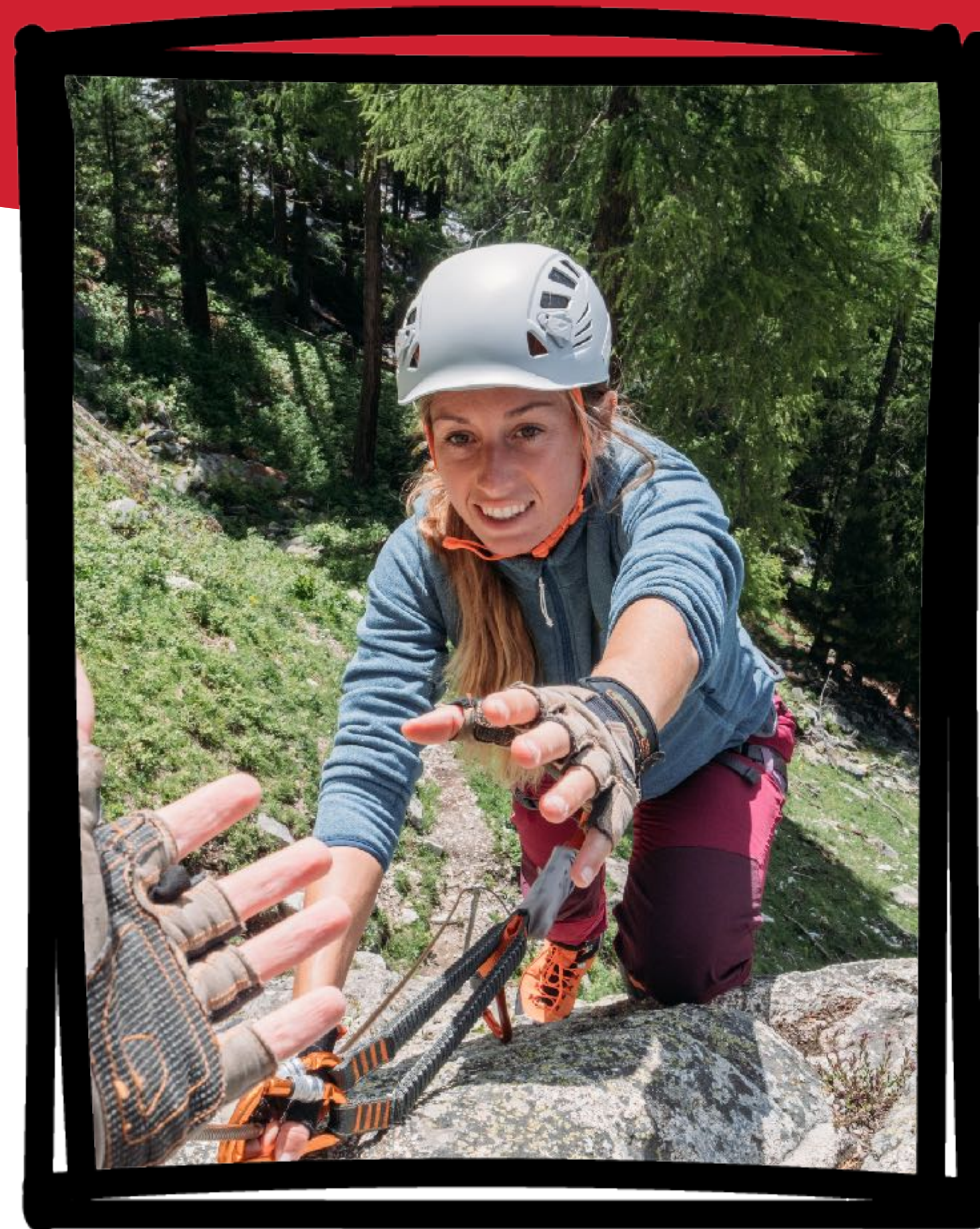
**TRUST**

**DISTRUST**

**RESPECT**

# COMPETENCY

The extent to which I believe you are competent and capable





# Gaining Trust

The first step to create trust **in** an organization is to become trustworthy **within** the organization.

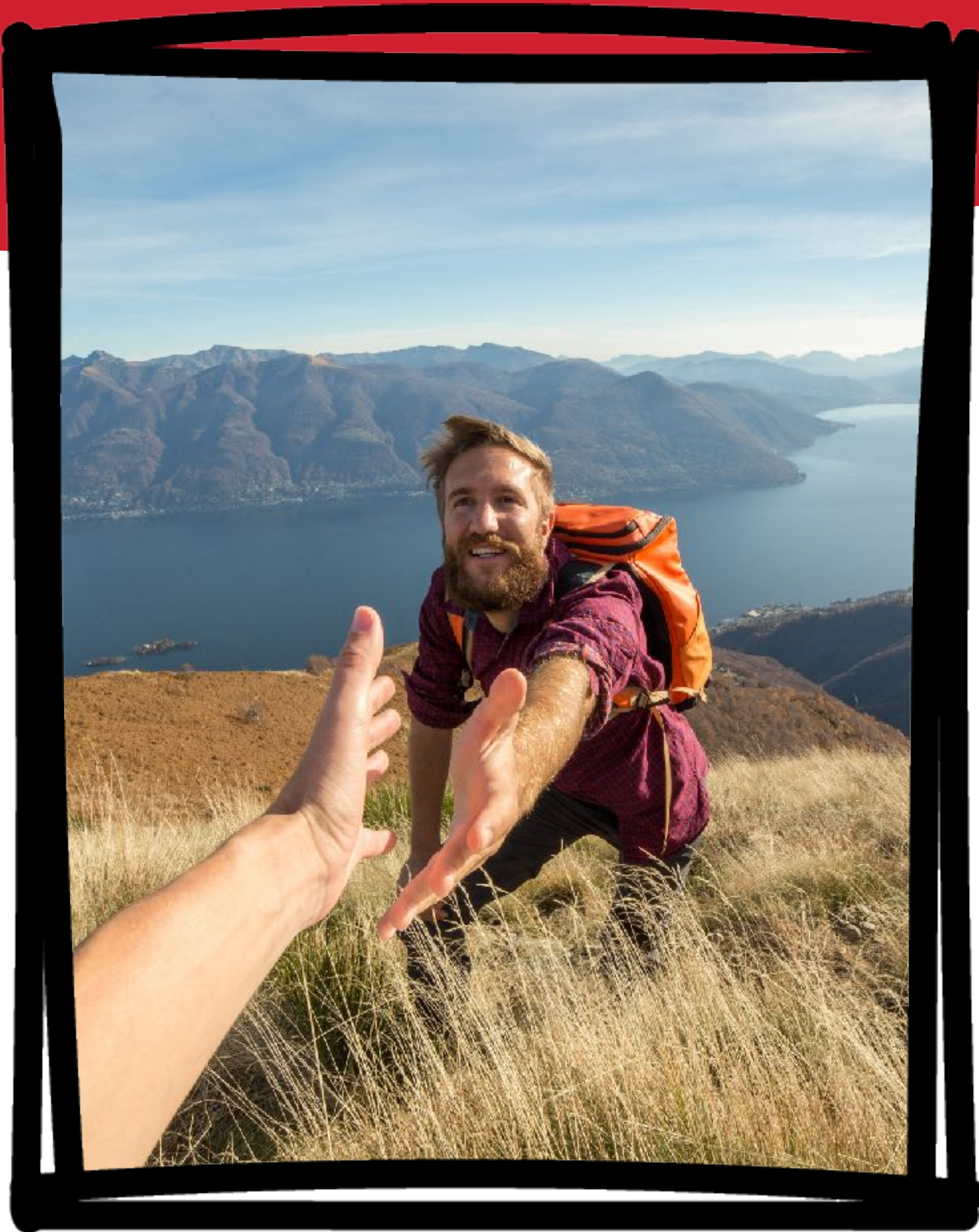


# ENEMIES OF TRUST

1

## **Inconsistent Messages:**

Inconsistency in our character or competency.



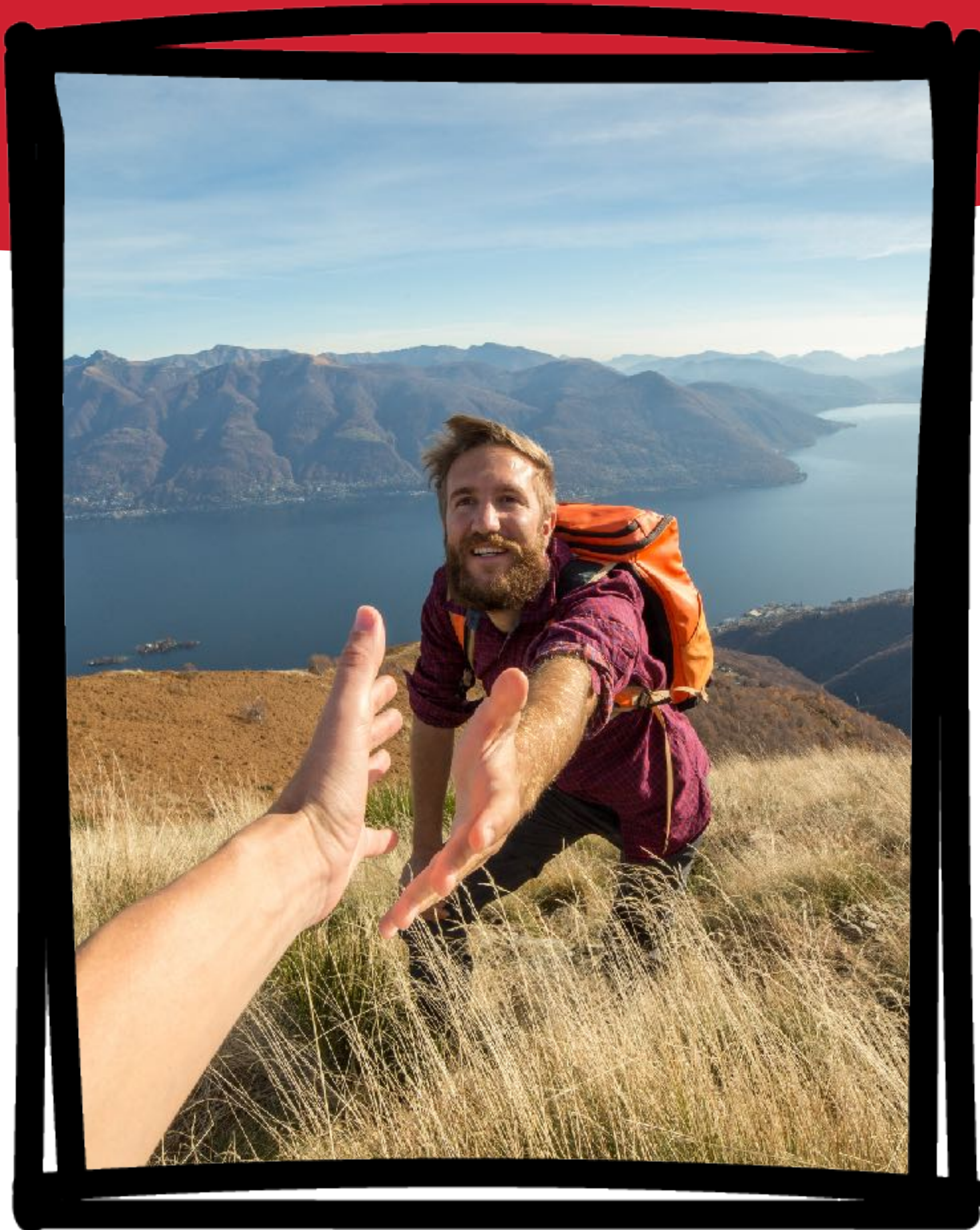


# ENEMIES OF TRUST

2

## **Inconsistent Standards:**

Holding different  
standards for different  
people, including ourselves.

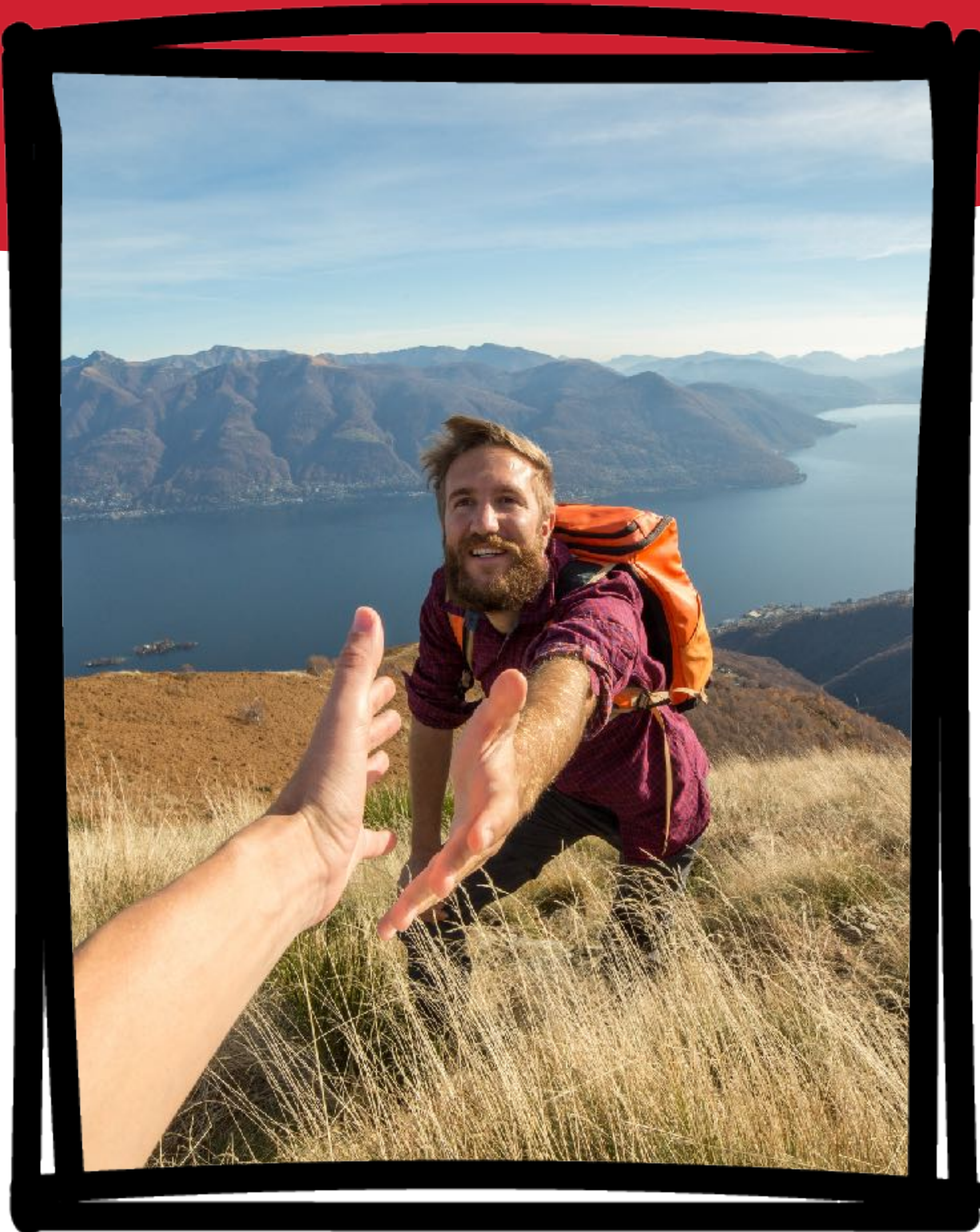




# ENEMIES OF TRUST

3

**Personal Insecurity:**  
Insecure people want  
opportunity without  
accountability.



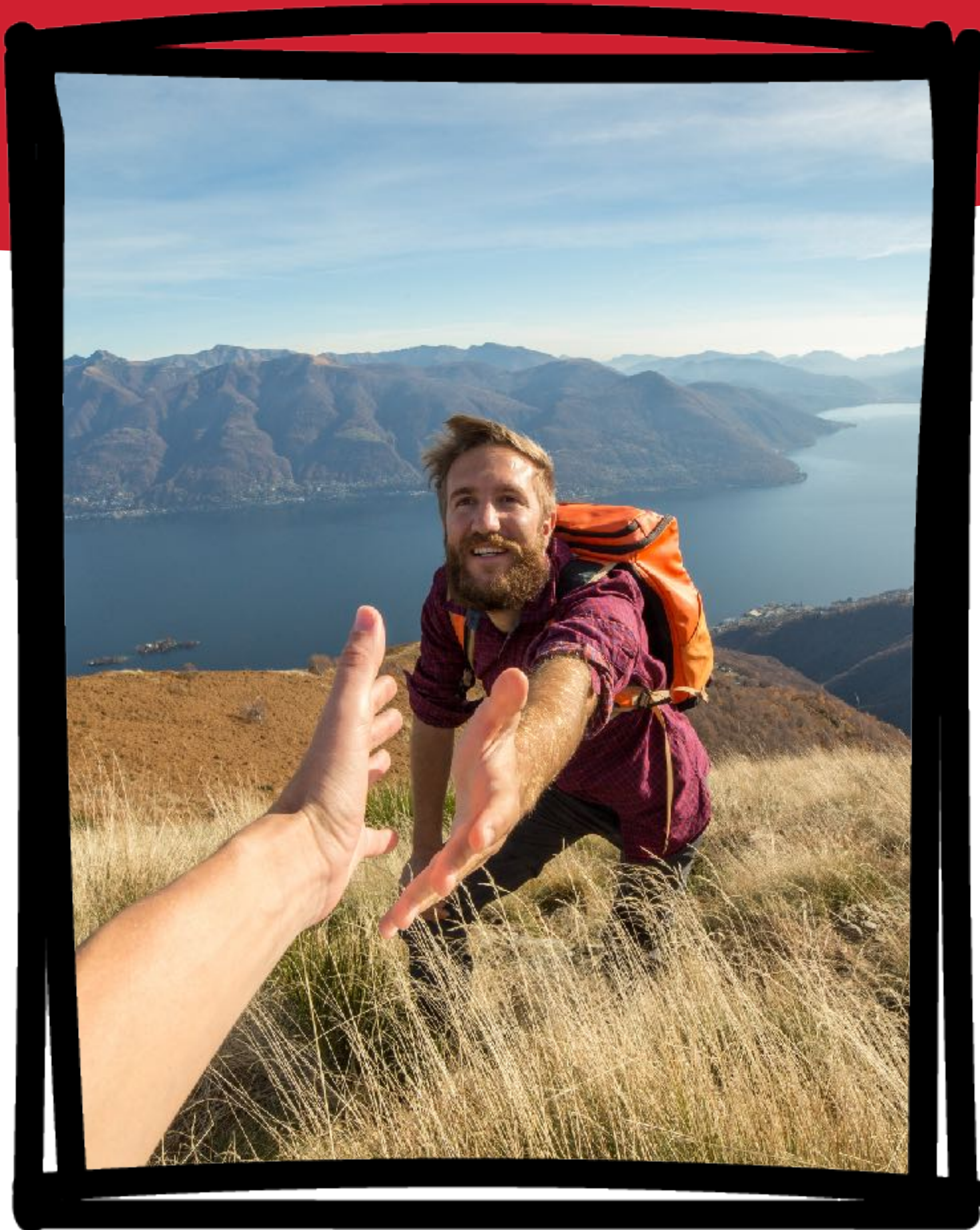


# ENEMIES OF TRUST

4

## **False Feedback:**

Lack of honesty  
in giving or receiving  
feedback.



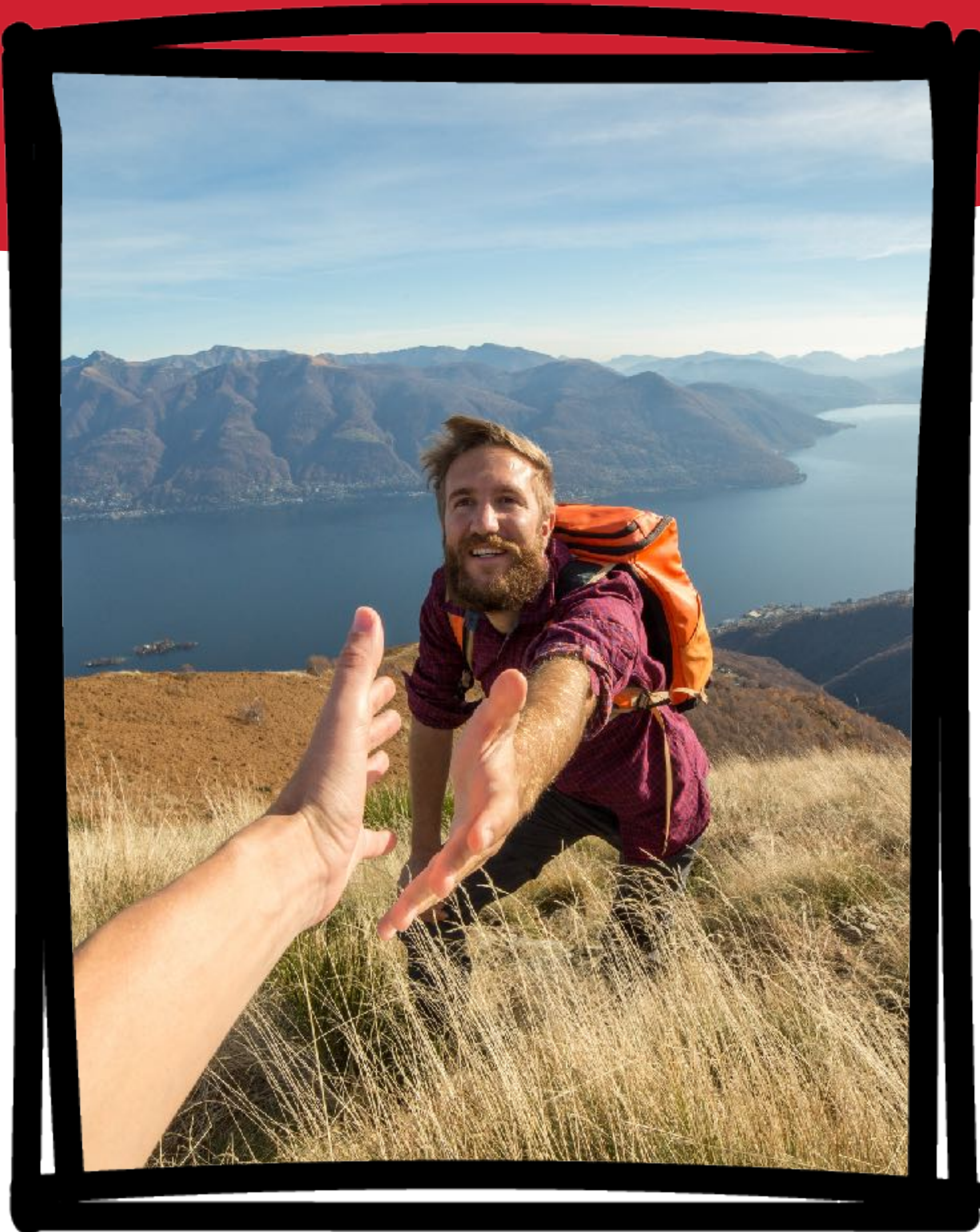


# ENEMIES OF TRUST

5

## **Failure to Trust Others:**

Refusing to trust  
others works against  
anyone trusting us.



# Giving Trust

The best way to find out if you can  
**trust** somebody is to **trust** them.”

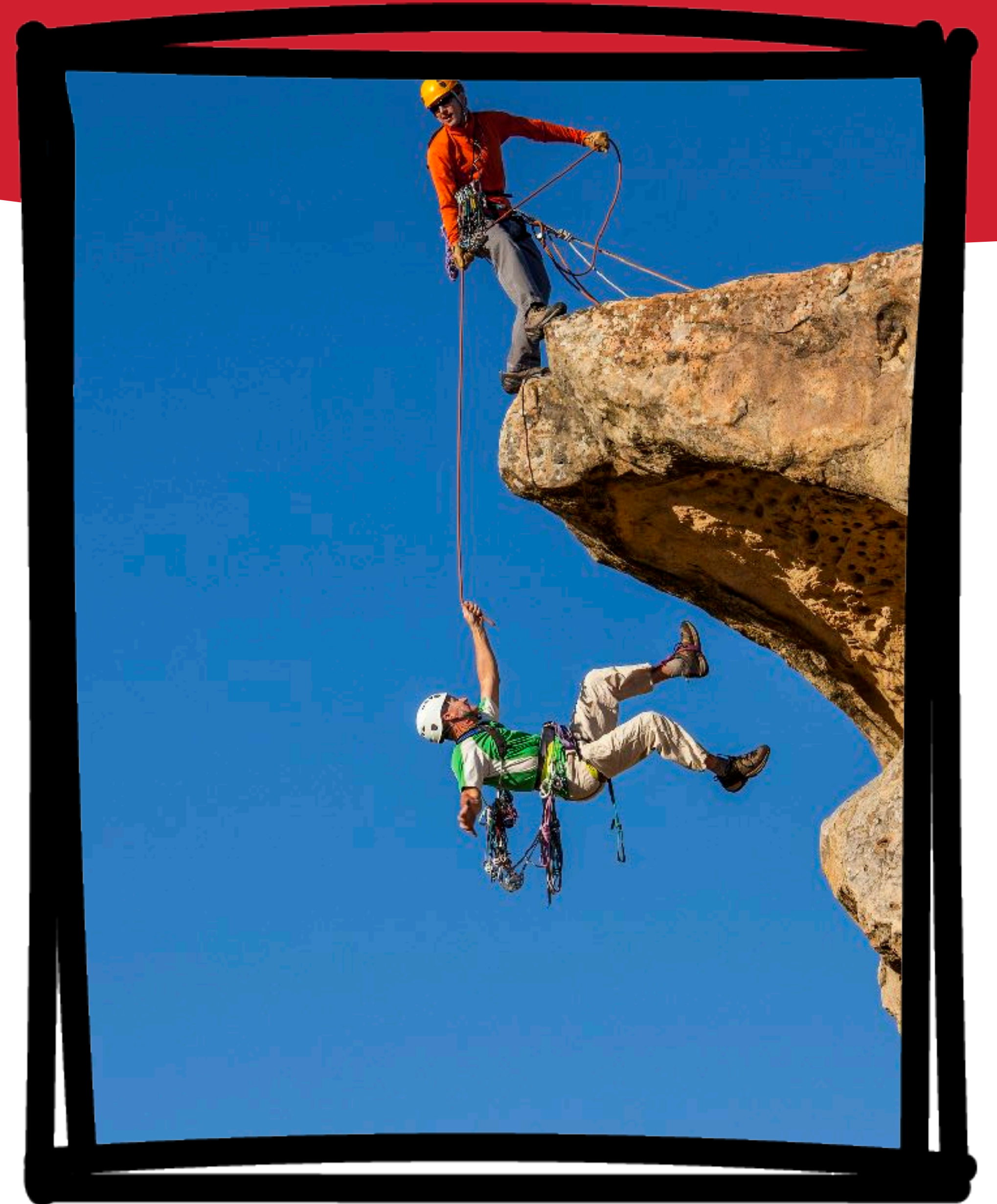
— Ernest Hemingway





# FIVE COMMITMENTS

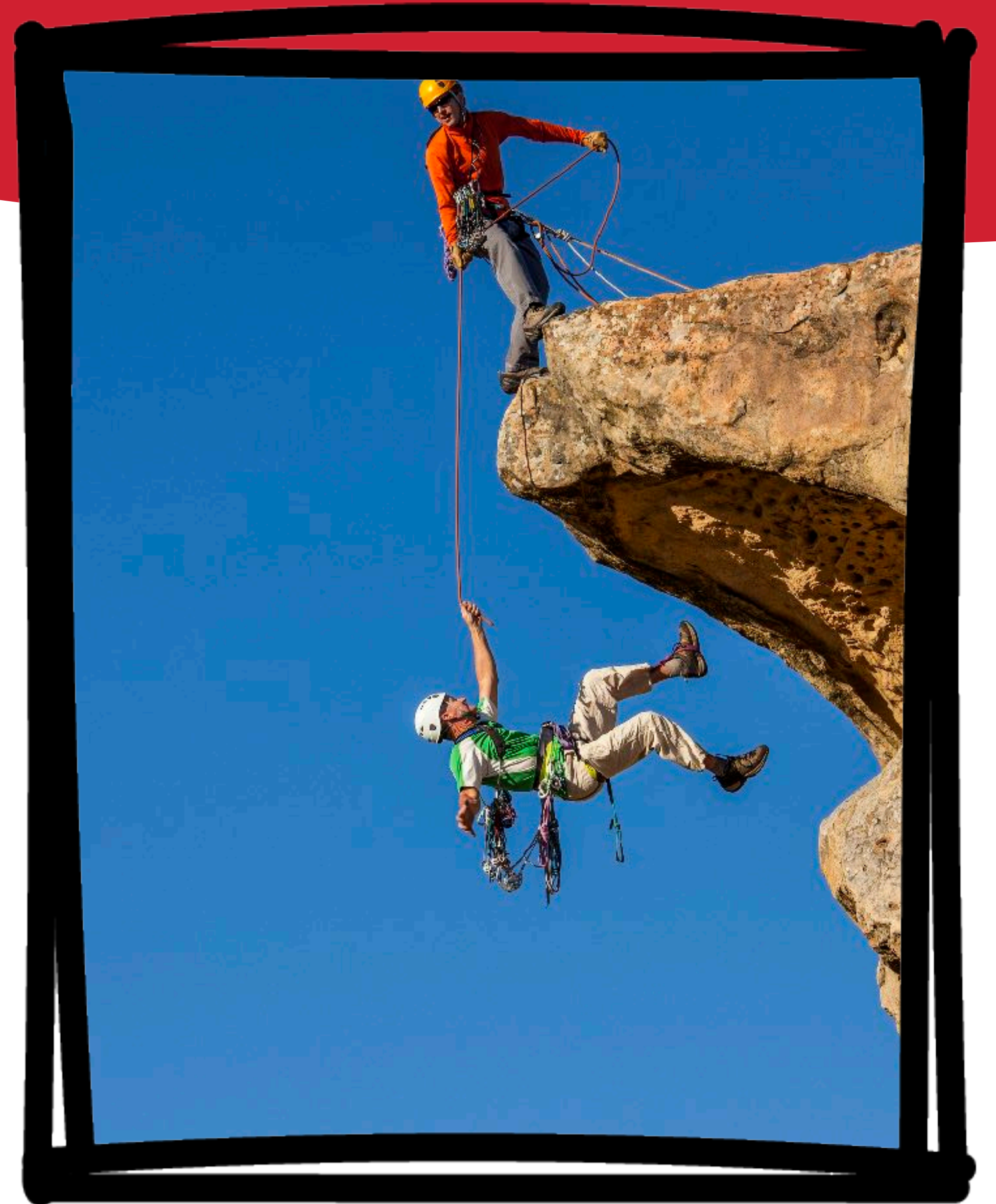
1 When there is a gap between what I **expected** and what I **experienced**, I will believe the best.





# FIVE COMMITMENTS

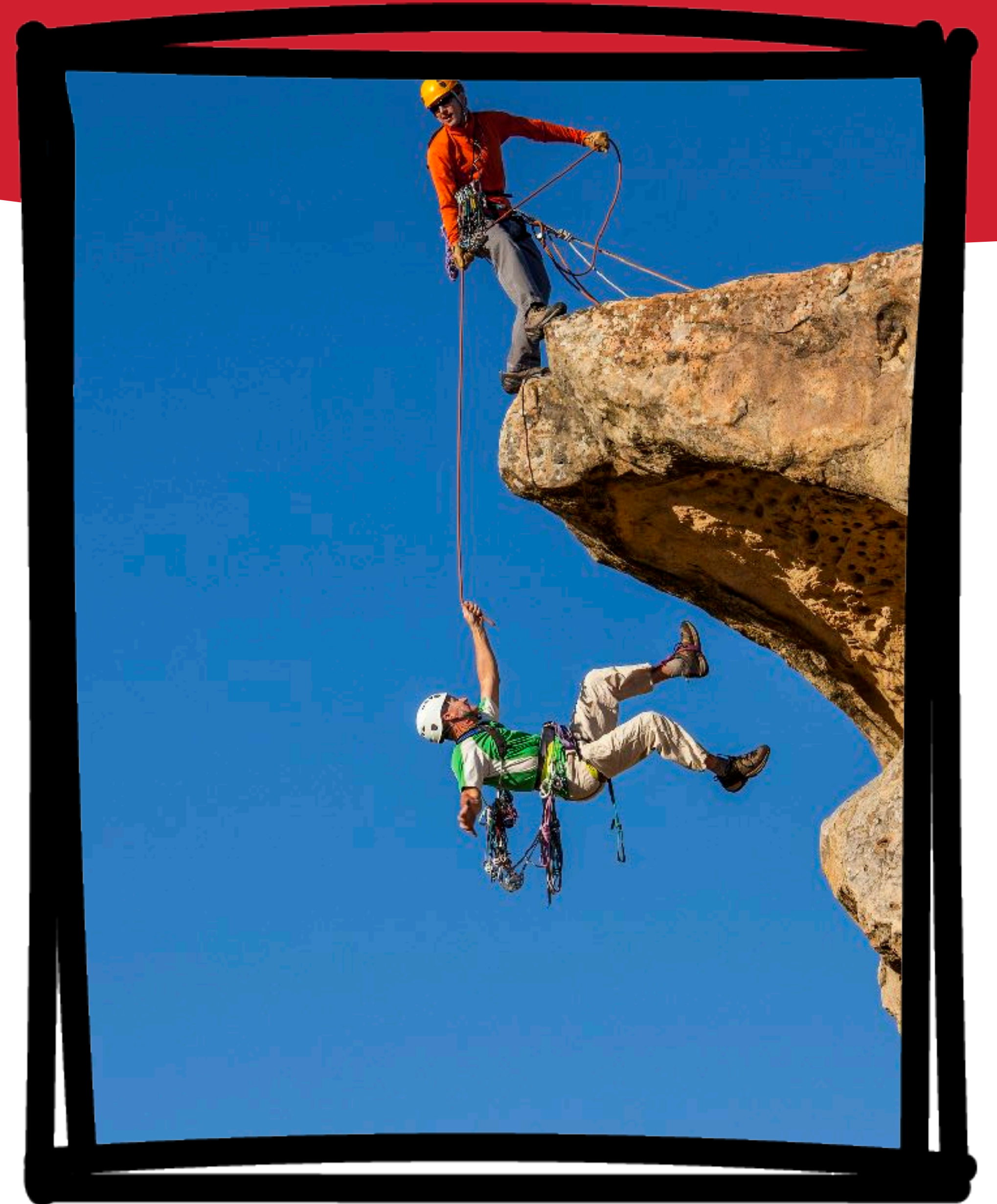
2 When other people **assume** the worst about you, I will come to your **defense**.





# FIVE COMMITMENTS

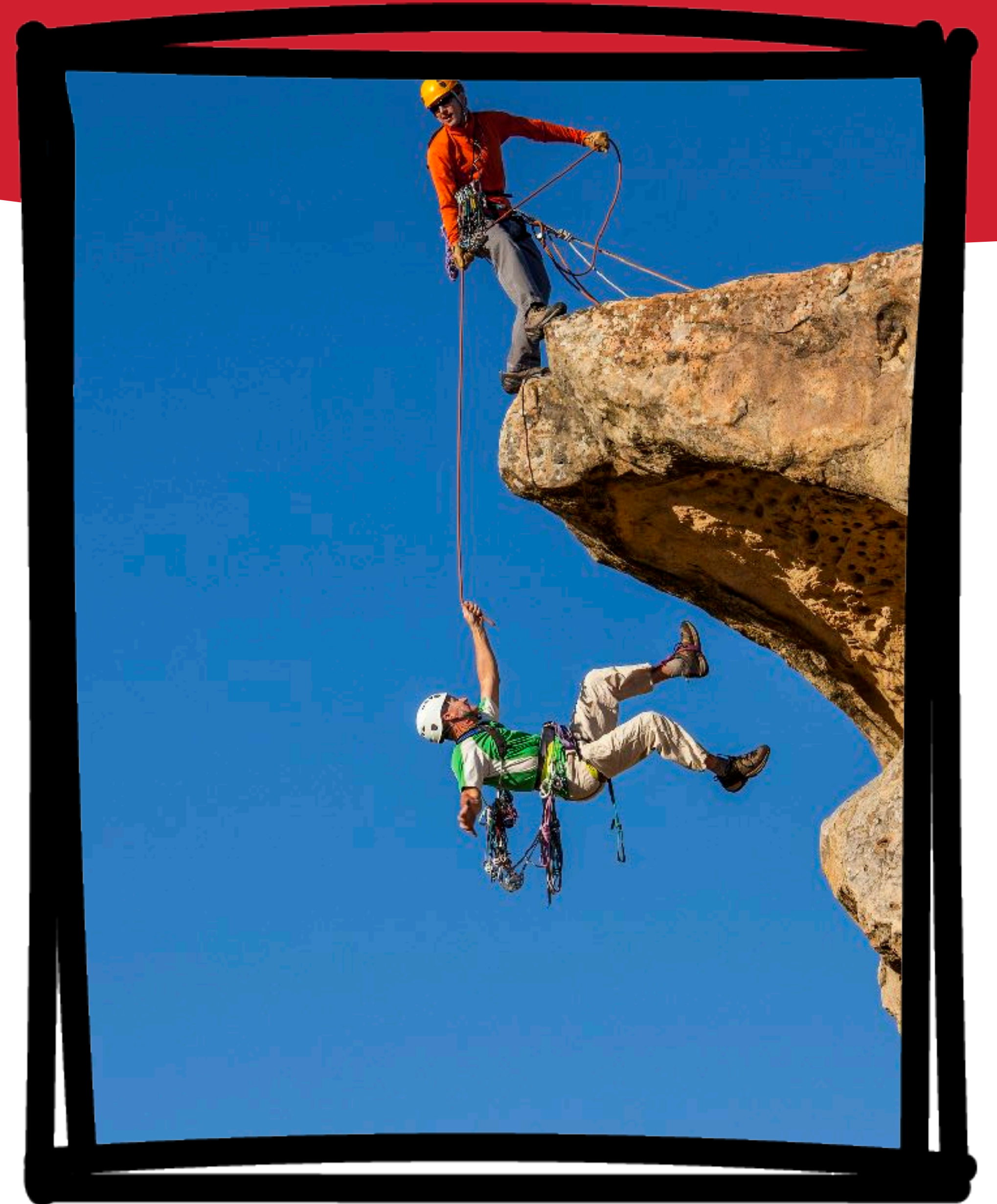
3 If what I experience begins to **erode** my trust, I will come **directly** to you about it.





# FIVE COMMITMENTS

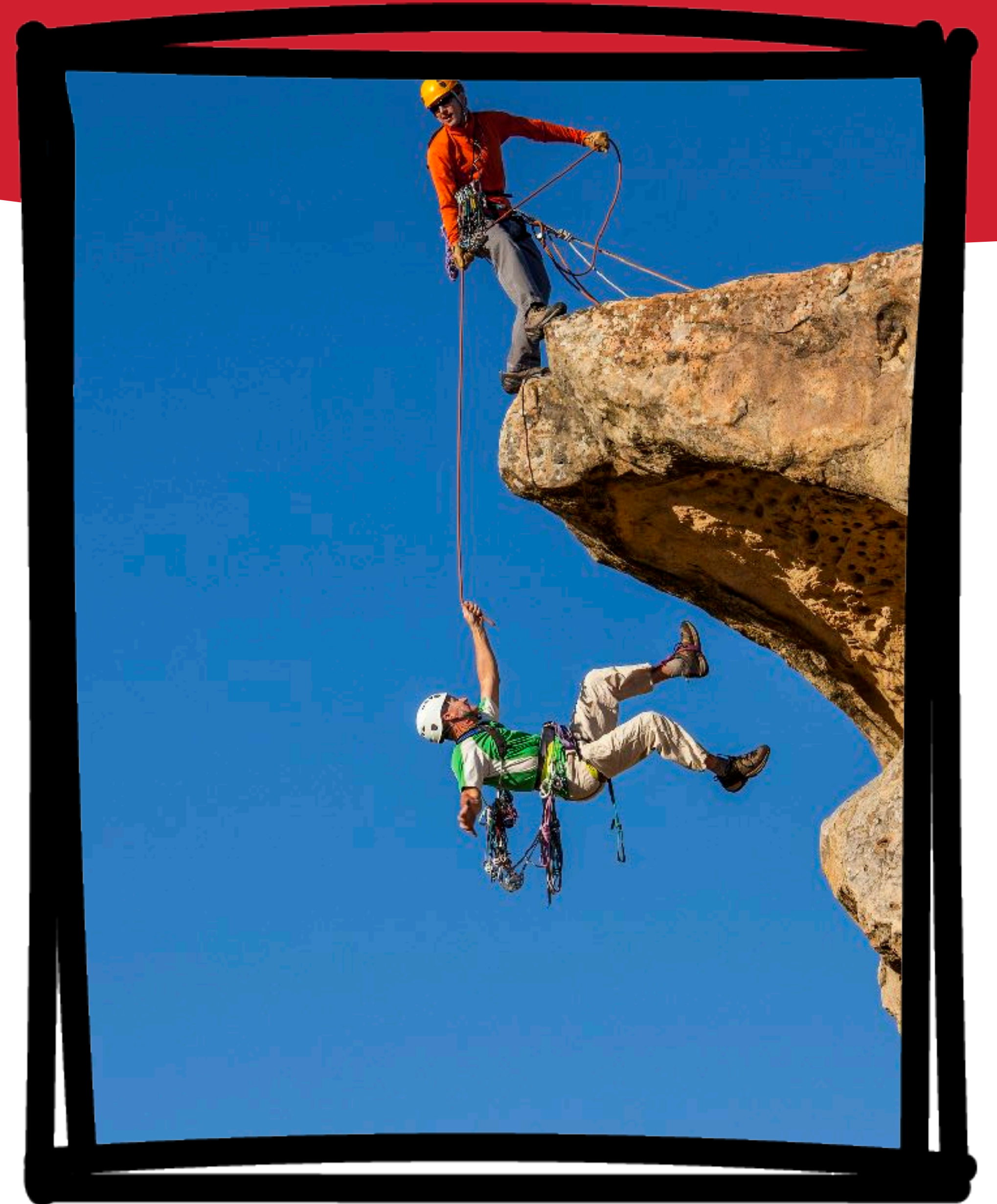
4 When I'm **convinced** I will not be able to deliver on a promise, I will **inform** you ahead of time.





# FIVE COMMITMENTS

5 When you **confront** me about the gaps I've created, I will tell you the **truth**.





# MEET GAVIN



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