TRUST LEADER · QUICK GUIDE

Coaching through a trust lens

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You don't decide if you're trusted. The people you need do.

We identify behaviours, we manage patterns. What people do next is the clearest evidence you'll get. Read it alongside what they tell you.

TRUST IS

someone's confidence in you with something they care about.

The five Trust Questions

I = the participant · they = one person whose support matters

1. Do they believe what I say?
2. Do they believe I'll do what I said?
3. Do they believe I can handle what's needed?
4. Do they feel I really understand them?
5. Do they believe I act with their interests in mind?

START

Goal

The participant's goal gives the work its purpose.

- What do you want to achieve?
- What would success look like in the work, and what would you see?
- Whose support matters to that goal?

STAGE 1

Identify

One relationship, their side, and how they act towards you now.

- **Why would they want to?**
- What are they risking by backing you?
- What patterns do you notice in how they respond to you now?
- Which Trust Question seems most relevant here?

STAGE 2

Design

One behaviour, a real chance to use it, and the response you expect.

- What would they need to experience differently from you?
- What would that sound like in your first sentence?
- **If you do this, what would you expect them to do differently?**

Choose a behaviour you would stand behind even if their support doesn't follow.

STAGE 3

Practise

In ordinary work, between sessions. Questions to ask the other person:

- What's something you wish you'd heard from me sooner?
- What part did you feel you had in that decision?
- What would help you work with me on this?

STAGE 4

Reflect

Two tests: did their response change, and did it move the goal?

- What did you do differently, and how consistently?
- What is changing in how they respond to you?
- What did you hear them say mattered most?
- How has their response affected your goal?

TRY IN YOUR NEXT SESSION

Three steps

1. **Open with the person.** After agreeing the goal, ask: "Who do you need, and why would they want to?"
2. **End with an expected response.** Before agreeing practice, ask: "If you do this, what would you expect them to do differently?"
3. **Start the next session with what happened.** Ask "What did they do?" before "How did it go?"

Three prompts adapted from ISCL, 365 Safety Coaching Questions.