

Trust Survival Guide

Understanding what to do & what not to do

Think of a situation where you're under pressure and things are going wrong.
What do you need to work things out and feel better?

I need to talk things through, to feel we're OK. :)

- ✓ *Do communicate and include me*
- ☒ *Don't be rude or snappy with me.*

I need to have a rant & get things off my chest

- ✓ **Do allow me to vent**
- ☒ **Don't take it personally**

Harmoniser

Innovator

Perfector

Achiever

I need time & space to reflect.
To understand what's going on and how to get it right.

- P Do leave me alone
- Q Don't rush me or crowd me out

I need to focus & sort things out. To get a sense of progress

- ✓ *Do let me get on & be productive*
- ☒ *Don't delay me or expect small talk*

You can broadly predict (or trust?) how people are likely to behave on a bad day.
Agree what you can each do to respect one another's needs and keep your trust in each other.

me	you
My preferred Coacting Style	Your preferred Coacting Style
How I'm likely to be on a bad day	How I'm likely to be on a bad day
The best thing you can do	The best thing you can do