



# PREPARE FOR THE TRUST TALK

## CHECK LIST

For Building Culture-First Workplaces Through Open Communication

**Dear Intentional Leader,**

You are at the heart of our work at Visionova HR Consulting and I would like you to be wildly successful!

If we haven't met yet, I am *Bernadette Jones, Co-Founder and Chief Executive Officer of Visionova.*

My goal as an Inclusion Expert and Culture-First Trainer is to equip you with a wealth of practice strategies and tools you can immediately put to work in your organization.

As I often tell my clients, when I help someone improve a situation at work, I help them improve their lives.

You deserve to be successful and happy at work and in life, after experiencing working with us.

Since our founding in 2013, Visionova has been fortunate to have worked with hundreds of organizations and non-profits. We saw firsthand what was working in an organizational culture, and what wasn't.

You can count on us to consistently provide learning experiences and services that empower you as a leader to be intentional about your Culture-First workplace.

To jump-start your success, book your discovery call with us [here!](#)

Stay Intentional!



*bj.*  
BERNADETTE JONES



## TRUST TALK TIP #1

**Before you initiate any dialogue, first get clear on your purpose.**

**What is your purpose for initiating this conversation?**

If “mitigating conflict” is your only purpose, your conversation will reflect that.

Is your conversation intended to elevate trust or just avoid a crisis? Inform or delegate? Challenge or inspire? Your conversation's purpose should reflect your organization's mission (e.g. trust, action, inclusion) and the results you are seeking.

**Who is this conversation with?**

Describe the person that you want to have a conversation with.

\*(For example: this person is a hard worker who adheres to the rules.)

**What does this person want?**

What are the interests, business and personal, of this person? What are their goals at work?

**What is the short-term goal?**

Write down one thing you want this conversation to result in right away.



## TRUST TALK TIP #2

**Start with the end result. Establish trust early. Here are some ideas you can apply to your trust-building activities before a crisis occurs.**

- Ask for their opinion and input.
- Give them more autonomy.
- Do what you say you will do.
- Stay approachable and friendly.
- Champion authenticity, empathy, and humanity.

## TRUST TALK TIP #3

**Write down the expectations you have from your employee.**

- Go back to Tip #1 and refresh your memory about your short-term goals.
- Break down the steps for each of you to achieve the goal. These will determine the expectations.

## TRUST TALK TIP #4

**Determine what's important.**

- Weigh out any side issues that may distract you from this conversation's goals.
- If this is not the right moment for the conversation, set a plan for it in the future.
- Put it in your calendar.



## TRUST TALK TIP #5

### Say what you need.

- Communicate your purpose and expectations clearly.
- Ask for feedback and listen without interrupting.
- Receive feedback with an open mind and address it.

## TRUST TALK TIP #6

### Double-check your trust talk preparedness:

- ☐ I have ONE CLEAR PURPOSE AND GOAL.
- ☐ I am establishing trust early.
- ☐ I have clear and specific expectations.
- ☐ I know what's essential in this moment.
- ☐ I am saying what I need.