

TRUST AND RELATIONSHIP ACCOUNTING

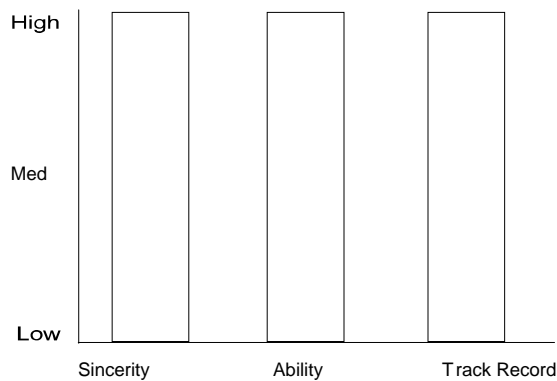
Here are some things to think about when implementing an agreement. In business and personal relationships, there is a form of "personal contracting." Key elements of this contract are trust, the state of the relationship itself, or the "relationship account," and our personal accountability for commitments.

Trust

On the first graph below, sketch in a bar to the level of low, medium, or high in each category of sincerity, ability, and track record to indicate your subjective assessment of your trust with the other person

My Trust of You

- Your perception of my sincerity
- Your perception of my ability to fulfill my commitments
- My track record or history in meeting commitments to you

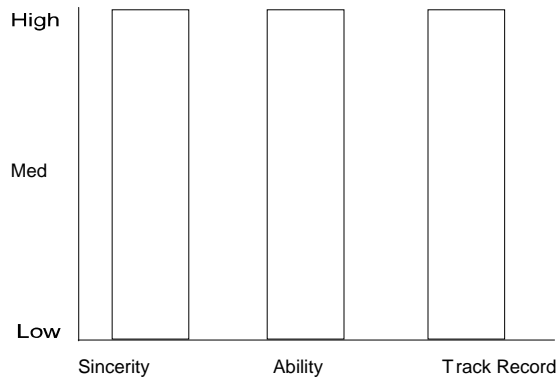


My trust of you

On the second graph, sketch what you guess his/her assessment is of you. What would you say is the state of trust in the relationship?

Your Trust of Me

- Your perception of my sincerity
- Your perception of my ability to fulfill my commitments
- My track record or history in meeting commitments to you



Your trust of me

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The preceding exercise gives you some indication of the current state of the relationship. Over time, transactions and exchanges occur in a relationship. While some of us think of each transaction as separate, many people — even without realizing it — have an unconscious “relationship account.”

If your assessment in **Part 1** of this exercise shows mediums or lows, what have been some of the “withdrawals” from the relationship account that have led to medium or low perception of sincerity, ability, or track record?

What are some positive actions, or “deposits”, that you have made and/or could make that would leave the relationship account in a positive balance?

What can we do to improve trust in the relationship?

New Deposits in our Relationship Bank that could build Trust:

Withdrawals from our Relationship Bank that have broken Trust:	Deposits in our Relationship Bank that could compensate for Withdrawals: