



TRUST BUILDING TOOLKIT

A PRACTICAL GUIDE TO BUILD TRUST WITH YOUR TEAM

Jonathan Hankin,
Executive Coach & Leadership Strategist

WELCOME TO YOUR TRUST BUILDING TOOLKIT!

This toolkit accompanies the episode 'How to Build Trust With Your Team' by Jonathan Hankin. Use this guide to reflect on your current leadership practices, implement practical strategies, and build trust that strengthens communication, accountability, and performance.

WHY TRUST MATTERS

Trust isn't just a soft skill—it's a leadership multiplier. High-trust teams communicate better, solve problems faster, stay more engaged, and foster innovation. Without trust, even the best strategy fails.

Low trust leads to:

- Hesitation to speak up
- Filtered feedback
- Blame instead of accountability
- Stifled innovation

High trust leads to:

- Open collaboration
- Early problem-solving
- Increased engagement and retention
- Competitive culture and performance





3 PROVEN WAYS TO BUILD TRUST

1. BE CONSISTENT

Your team needs to know how you'll show up—especially under pressure. Consistency in behavior and decision-making builds psychological safety and reliability.

Try this:

- Choose a consistent leadership rhythm (e.g., weekly check-in)
- Follow through even when busy
- Use your calendar to protect this time

2. OWN YOUR MISTAKES

Leaders who own their missteps model humility and accountability, reinforcing a learning culture. Honest leaders earn more trust than those who strive to appear perfect.

Try this:

- Say, "That's on me, sorry about that."
- With your boss: add what you've learned and how you'll fix it
- Keep it factual and brief, then move forward





3. FOLLOW THROUGH ON THE SMALL STUFF

Micro-commitments matter. Missed follow-ups erode trust over time, even if unintentional. If people can't rely on your small promises, they'll hesitate to trust you with larger responsibilities.

Try this:

- At day's end, ask: "What did I commit to today that I haven't followed up on?"
- Keep a list in your Notes app or whiteboard
- Follow through before week's end

LEADERSHIP INSIGHTS

Trust is built by leaders who are present, consistent, and follow through—especially when no one's watching. It's earned through integrity and accountability, not charisma or status.

ACTION STEPS RECAP

Be consistent – set expectations and stick to them

Own your mistakes – model humility and accountability

Follow through on small stuff – track and complete micro-commitments



WEEKLY CHALLENGE

Ask your team: "Is there anything I've said I'd do that I haven't followed through on?"

Just listen—no excuses, no defense. Follow up, take ownership, and close the loop. It may be the most impactful trust-building move you make this month.

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Jonathan Hankin

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