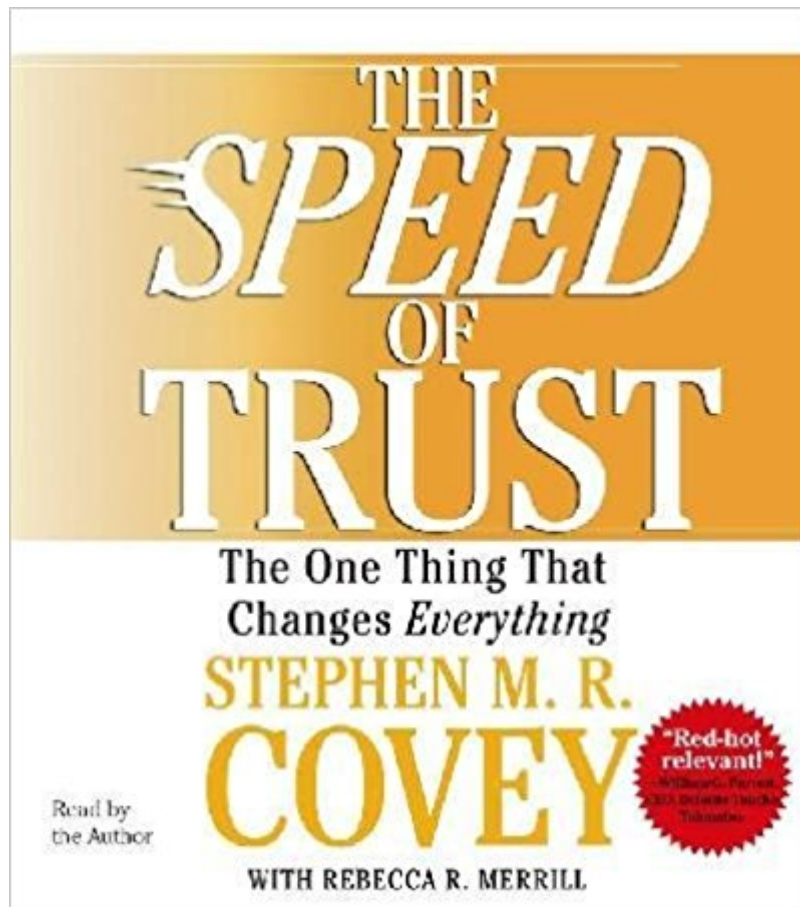




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The Speed Of Trust



Synopsis

The son of the author of the famed 7 Habits books launches a new series on the defining principle of personal and economic success for the 21st century: trust.

Book Information

Audio CD

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Customer Reviews

The son of the author of the famed 7 Habits books launches a new series on the defining principle of personal and economic success for the 21st century: trust.

Stephen Covey did it again. There are so many factors that we take for granted and never second guess our approaches. We all become too complacent at several intervals in our life. It is when you stretch yourself to read, research, learn, share and discover the truth about many attributes and actions that must be taken in life. Trust is huge with all of us. Have you ever "trusted" someone, and been burnt? Have you talked to this person since? Did it ruin a relationship? Take time to read about how you can recover these friends and relationships and build immediate trust with and from a new friend, colleague, team member and family member.

A good book, however as Covey's family always do: write a book with a strong language and too much words to deliver one idea! It is one simple idea: to build trust with people, you need to work on character and competence. That's it. Poor examples borrowed from personal experiences and perspectives or from the seven habits.

I didn't enjoy hearing the book because it appears that some section were skipping or it appeared to

sound like a broken record. (I do not feel that it was the kindle app on the iPad, but maybe the quality of recording). This is on the required reading for my doctoral program for educational leadership, administration, and policy but a lot of the example were geared towards the business and financial world. Some example were geared towards family and somethings the educational world. My take way as are the four cores of credulity and thirteen behaviors of high-trust. I will definitely re-read this book and dive deeper into the cores and behaviors as I make connections with other educational books.

This is a valuable book for all who are involved in building or repairing relationships. For what I believe is the first time, Covey provides a basis for quantifying the added value or additional costs that high or low trust workplaces experience. In an era when economic concerns seem to focus organizations way too much on technology or methodology inputs at the expense of people and relationships, this book will open many eyes as to potential opportunities. This is not about just being nice or walking around smiling at employees. More work needs to be done to convince accountants and chief financial officers of the importance of relationships and collaboration, but this is an impressive and valuable first step. Edward F. Hartfield, The Hartfield Resolution Group

While written before this year, this is the best of many books for me this year. First, I share the frustration of most with our national leaders. Second, I see in organizations with which I work the lack of speed in decision-making because of the lack of trust. And I see people all around me who cannot resolve issues because there is a lack of trust. I really like Covey's definition of trust as comprising both competence and character. Some situations reflect one but not the other. To develop trust that allows things to move forward expeditiously, both must be present. A powerful book with insights for international, national, local and personal applications.

I was first introduced to this book and concept at work, at IMflash in Lehi, Utah. I figured, okay one more management gobbledegook feel-good subsidised outside self-improvement thingy. I was wrong. The management team LIVED this, and they made sure that we did too. I gotta say, I was beyond sceptical and made more than a little fun of them and it. But our success as a business was meteoric. And it helped me in my personal life as well. It has colored everything I have done and my life since. It is more than words, and it IS AMAZING when used in a business environment. I have seen it, and done it. I believe. I desperately wish we used it where I work now, but ...

"The one thing that changes everything," says the author (son of 7 Habit's author), and he proceeds to make a compelling argument regarding how fast trust (or lack of trust) moves and how much we can do about it. Covey introduces the trust phenomenon across 5 waves - Self Trust, Relationship Trust, Organizational Trust, Market Trust and Societal Trust, with a chapter devoted to each. Trust can be demonstrated via what he calls the 4 cores of credibility - Integrity, Intent, Capabilities and Results. Using a tree as the metaphor, Integrity is the root of the plant, growing through Intent and Capabilities with Results representing the final fruit. All are necessary. Trust solicits dividends, while lack of trust brings taxes. It's a critical component to success in this new global economy. As he moves on to Relationship Trust, Covey introduces the 13 Behaviors of Trust, as follows:

1. Talk Straight
2. Demonstrate Respect
3. Create Transparency
4. Right Wrongs
5. Show Loyalty
6. Deliver Results
7. Get Better
8. Confront Reality
9. Clarify Expectations
10. Practice Accountability
11. Keep Commitments
12. Listen First
13. Extend Trust

Replete with examples from his own experience, history and business, Covey closes this rich with application book with advice on Smart Trust (when to trust and when not to, with a Johari Window(tm) template) as well as specific insights on restoring trust and developing a propensity to trust. He closes the book with this short paragraph: "Extending trust to other rekindles the inner spirit - both theirs and ours. It touches and enlightens the innate propensity we all have to trust, and to be trusted. It brings happiness to relationships, results to work, and confidence to lives. Above all, it produces an extraordinary dividend in every dimension of our lives: the speed of trust."

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