

Bible Study Presentation
Tuesday, April 19, 2022
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Theme Scripture: Romans 12:9-13

9 Let Love be without hypocrisy. Abhor what is evil; cling to what is good. 10 Be devoted to one another in brotherly love; give preference to one another in honor; 11 not lagging behind in diligence, fervent in spirit, serving the Lord; 12 rejoicing in hope, persevering in tribulation, devoted to prayer, 13 contributing to the needs of the saints, practicing hospitality.

I. Building Trust Accounts

- Behavior matters, a key component of love is trust.
- In any given situation, you can change your behavior
- Each Trust Account is unique
- All Deposits and Withdrawals are not created equal
- What constitutes a "deposit" to one person may not to another
- Withdrawals are typically larger than deposits
- Sometimes the fastest way to build trust (make a deposit) is to stop making withdrawals
- Recognize that each relationship has two trust accounts (your perception and theirs)

II. Things to Keep in Mind

- First, all behaviors require a combination of character and competence
- Second, it's possible to take the behaviors to the extreme
Too Little=Weakness, Sweet Spot=Strength, Too Much =Weakness
- Third, these 13 Behaviors work together to create balance
- Fourth, each behavior is based upon a specific principle and it also has a an opposite and a counterfeit (often unrecognized) that create the biggest withdrawals.
- Finally, at the end of the lesson identify 2 or 3 behaviors that would make the greatest difference for you and create an actionable plan for change.

III. The 13 Behaviors to building (or re-building) Trust

Behavior #1: Talk Straight-Be honest. Tell the truth. Let people know where you stand. Use simple language. Call things what they are. Demonstrate integrity. Don't manipulate people or distort facts. Don't spin the truth. Don't leave false impressions.
See 1 John 3:16-18; Proverbs 8:6-8

Behavior #2: Demonstrate Respect-Genuinely care for others. Show you care. Respect the dignity of every person and every role. Treat everyone with respect, especially those who can't do anything for you. Show kindness in the little things. Don't fake caring. Don't attempt to be "efficient" with people. **See 1 Peter 1:22**

Behavior #3: Create Transparency- Tell the truth in ways people can verify. Get real and genuine. Be open and authentic. Err on the side of disclosure. Operate on the premise of "what you see is what you get". Don't have hidden agendas. Don't hide information. **See Ephesians 4:15; Ephesians 4:29**

Behavior #4: Right Wrongs- Make things right when you are wrong. Apologize quickly and sincerely. Make restitution where possible. Practice "service recoveries". Demonstrate personal humility. Don't cover things up. Don't let pride get in the way of doing the right thing. **See James 4:17**

Behavior #5: Show Loyalty- Give credit freely. Acknowledge the contributions of others. Speak about people as if they were present. Represent others who are not there to speak for themselves. Don't bad mouth others behind their backs. Don't disclose others' private information. **See Luke 10:36-37; Proverbs 29:19**

Behavior #6: Deliver Results- Establish a track record of results. Get the right things done. Make things happen. Accomplish what you're hired to do. Be on time and within budget. Don't overpromise and underdeliver. Don't make excuses for not delivering. **See Luke 10:25-37; James 2:15-17**

Behavior #7: Get Better- Continuously improve (kaizen). Increase your capabilities. Be a constant learner. Develop feedback systems-both formal and informal. Act on the feedback you receive. Thank people for feedback. Don't consider yourself above feedback. Don't assume today's knowledge and skills will be suffice for tomorrow's challenges. **See Galatians 6:9; James 3:1-12**

Behavior #8: Confront Reality- Take issues head on, even the "undiscussables." Address the tough stuff directly. Acknowledge the unsaid. Lead out courageously in conversation. Remove the "sword from their hands". Don't skirt the real issues. Don't bury your head in the sand. **See Romans 15:14; Matthew 8:28**

Behavior #9: Clarify Expectations- Disclose and reveal expectations. Discuss them. Validate them. Renegotiate them if needed and possible. Don't violate expectations. Don't assume that expectations are clear or shared. **See Matthew 7:12; Proverbs 27:6; Proverbs 27:17**

Behavior #10: Practice Accountability- Hold yourself accountable. Hold others accountable. Take responsibility for results. Be clear on how you'll communicate how you're doing- and how others are doing. Don't avoid or shirk responsibility. Don't blame others or point fingers when things go wrong. **See Matthew 5:16-19**

Behavior #11: Listen First- Listen before you speak. Understand. Diagnose. Listen with your ears-and your eyes and heart. Find out what the most important behaviors are to the people you're worked with. Don't assume you know what matters most to others. Don't presume you have all the answers-or all the questions. **See James 1:19; Ecclesiastes 5:3-5; Proverbs 10:19; Proverbs 17:28**

Behavior #12: Keep Commitments- Say what you are going to do, then do what you say you're going to do. Make commitments carefully and keep them. Make keeping commitments the symbol of your honor. Don't break confidences. Don't attempt to "PR" your way out of a commitment you've broken. **See Proverbs 12:22**

Behavior #13: Extend Trust- Demonstrate a propensity to trust. Extend trust abundantly to those who have earned your trust. Extend trust conditionally to those who are earning your trust. Learn how to appropriately extend trust to others based on the situation, risk, and credibility (character and competence) of the people involved. But have a propensity to trust. Don't withhold trust because there is risk involved. **See Ecclesiastes 12:13-14; Colossians 3:1-3; Proverbs 21:6**

Romans 12:9-12 through a lens of trust:

9. Let love be transparent, or in other words, talk straight; 10. Be devoted to one another; devotion looks like righting wrongs and demonstrating respect. Be loyal to one another and extend trust without being asked; 11. Not withholding love in fear of being hurt and not leaving expectations unclear but intentionally holding others and you accountable, deliver results as if serving the Lord. 12. Do it by listening first, do it by keeping your commitments; confront reality yes, but do it first through prayer. 13. Contributing to the needs of the saints through learning to love them by first trusting them.

IV. Conclusion & Final Words:

1. Identify two or three behaviors you think will make the biggest difference in your trust relationships.
2. Create an actionable plan to improve in each of those behaviors.
3. Implement an accountability plan or person to evaluate your progress.

Remember:

-You can't talk yourself out of a problem that you behaved yourself into. Stephen R. Covey

-No, but you can behave yourself out of a problem you've behaved yourself into...and often faster than you think! Stephen M.R. Covey