

Trust Building Participant's Guide Fill-in-the-Blanks Answers

- 9
- Nonverbal—what you *see*
 - Verbal—what you *hear* and *say*
 - Behavioral— *attitude* and *motive*
- 10
- We want to see into a person's *face* and into their *heart*
 - So much of trust building is *non-verbal*
- Congruent = your *walk* matches your *talk*
- 14 *Impatient*; Jump to *Conclusions*; Jump to *Causes*
- 16
- *Self-conscious*
 - *Inadequacy*
- 18 Lack of *focus*
Hot *buttons*
Insensitivity
- 19 “What is going on *inside* of me?”
“What’s my *body* doing?”
“Am I in the *right place* to have this interaction?”
Take a deep breath, try to *relax*, and pay attention to the person who’s talking.
- 21 Friendly facial expressions: *noticing* and smiling
Appropriate eye contact: available and *unhurried*
Caring body language: *open posture* and leaning in
Encouraging gestures: nodding and matching *energy* level
Be consistent, *honest*, and congruent.
- 24 If we don’t have *trust*, we don’t feel *safe*.
- 26 The *Bumper Sticker* (clichés, minimizing)
- 27 Jordyn was focused on *her story*. She was a historian.
- 28 The *Historian* (personal tangents, bunny trails)
- 30 The *Pharisee* (preachy, legalistic, attacking)
The *Labeler* (analyzing, pigeonholing)
The *Interrogator* (lots of questions, desire for information, control)
The *Commander* (telling people what to do, condescending)
The *Verbal Volcano* (everything erupts and people get burned)
- 37 I have to believe that . . . you’re going to be a *safe person* with me.
- 39
1. Confuses *caring* with *control*
 2. Disrespects by not *honoring* the other person’s right to choose
- 40
3. Kiss it and make it better, *minimize*, *dismiss*, and discount.
 4. If I can’t manage my own *feelings*, it’s hard for me to deal with you when you’re distressed.
 5. Failure to realize that others have a *right* to their feelings.
- 42 Passive *dominance* (nagging, manipulation, control)
Resignation (there’s nothing I can do)
Withdrawal (leave the situation)
Hopelessness (giving up)
When people lose *hope*, they don’t *trust*.
- 43
1. *Listen!*
 2. *Validate* feelings.
 4. *Earn* the right to speak *truth!*
- 45
- Part of trusting God is *not being afraid* to notice another person’s need.
 - We can trust God and not be afraid to experience our own and others’ needs and move forward in faith because 1 John 4:18 tells us “Perfect love *casts out* fear.”
 - The Greek word for TRUST is the verb *pisteuo*, which means putting your faith into *action*.