

## ASSIGNMENT # 3 2

# SOFTENING THE HARDENED HEART, #4: BUILDING TRUST

**PURPOSE:** To understand and practice skills for building trust.

**MATERIALS:**

- ✓ Personal Peace Journal
- ✓ Article called 'Building Trust' (See Reading Selections)

**ACTIVITY:**

- ◆ Read Part I of the article 'Building Trust'
- ◆ For each of the four stages of trust-building, think of a situation in your life or work where this stage was accomplished. Reflect on:
  - ◆ How did it feel?
  - ◆ What did you, or someone else, do to get the situation to this place?
  - ◆ What obstacles did you have to overcome?
  - ◆ What tools were effective?
- ◆ Read Part II of the article 'Building Trust'
- ◆ Consider your own experience with each of these strategies.
  - ◆ What has worked and what has not worked in your life?
  - ◆ Why or why not? Which of these might be appropriate for the situation you are using as your reference point or learning laboratory in this course?
  - ◆ What would you need to do to help the parties involved take their next step?
- ◆ Record any reflections, insights, or questions you might have in your Personal Peace Journal, or discuss them with a friend or co-learner.