

THE TRUST FACTOR – WITH YOURSELF



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MODULE INTRODUCTION

THE TRUST FACTOR – WITH YOURSELF

CULTIVATING RELIABILITY AND CONFIDENCE IN EVERY RELATIONSHIP.

Learn better faster

The concepts and ideas within each module are provided as suggestions. They should be adapted to fit your unique environment, personality, and style, while still preserving the core value of the information presented.

Your workbook includes ample white space to jot down personal notes, thoughts, or ideas you may want to put into practice.

The workbook is designed to be completed in combination with the video.

Have fun and enjoy yourself.

To make sure you get the most out of this course, please ensure you're fully prepared to begin. Here's a quick checklist to help you get ready:

1. **Tools and Materials:** Have pens, and any required textbooks or resources organised and easily accessible.
2. **Time Management:** Schedule dedicated time for each module in advance. Block out these periods in your calendar to avoid interruptions.
3. **Distraction-Free Environment:** Choose a quiet space where you can focus solely on the course material, minimizing distractions from phone calls, emails, or other activities.
4. **Progress Tracking:** Consider keeping a checklist or journal to track your completion of each module or refer to your portal which will help keep you motivated and organised.
5. **Complete the quiz**

Remember, this learning platform offers resources that you can access anytime.

Don't hesitate to reach out to Graham anytime if you want to explore this topic further, clarify any questions, or share your thoughts. He's here to assist you!

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MODULE STRUCTURE

KEY CONCEPTS

Whether it's trusting yourself, building stronger relationships with others, or creating a foundation of integrity and reliability, this course will guide you through the essential steps to develop trust in every aspect of your life.

In this module, you will explore the many dimensions of trust, starting with self-trust, which forms the core of personal development. You will discover how to build and maintain trust in your relationships, both personal and professional, and understand the role of vulnerability and accountability in fostering deeper, more meaningful connections.

EXPECTATIONS

1. The power of self-trust: how to believe in your own abilities and decisions and overcome self-doubt.
2. Building trust with others: practical strategies for cultivating trust in your interactions and relationships.
3. Trust and vulnerability: understanding how opening up and being vulnerable can strengthen trust.
4. Accountability and integrity: learning how accountability supports trust, and how living with integrity fosters deeper connections.
5. Navigating betrayal and rebuilding trust: approaches to healing when trust is broken and how to rebuild it.

WHAT YOU WILL ACHIEVE

By the end of this module, you will have developed several key skills that will enhance your personal growth and relationships:

- ✓ Improved self-trust: the confidence to make decisions and act, trusting your abilities and instincts.
- ✓ Effective communication: tools for building trust through clear, open, and empathetic communication.
- ✓ Stronger relationships: the ability to create and nurture trusting relationships in both personal and professional environments.
- ✓ Emotional intelligence: understanding how emotions, both your own and others, impact trust and how to manage them for healthier interactions.
- ✓ Resilience in adversity: knowing how to restore trust when it has been broken and how to bounce back from setbacks.

Get ready to transform your approach to trust and unlock new possibilities for growth and success!

TIME TO COMPLETE

This module should take you approximately:

Workbook, Video, and complete the Quiz

45 minutes approximately

We look forward to an interactive and productive session together! Let's get started!

BELIEVE IN YOU FIRST. "THE LEAP"



Emma stood at the edge of the cliff, the wind whipping through her hair. Below her, the sparkling ocean stretched out, endless and vast. It was her dream to go skydiving, to feel the rush of the wind as she fell through the sky, but the fear clawed at her chest.

She had always been someone who second-guessed herself. When her friends first suggested skydiving a few months ago, she had laughed it off. But now, here she was, wearing the jumpsuit, staring down at the drop, and questioning everything. *What if something went wrong? What if I panic? What if I fail?*

Her instructor, a calm woman named Sarah, smiled at her from a few feet away. "You've done the hard part already, Emma. The hardest thing is trusting yourself. Once you let go, you'll feel free."

Emma's hands were sweaty. Her mind raced with doubts. She had trained for this, practiced the drills, and gone over the safety checks a dozen times. She had the skills; she had the ability. She just needed to trust that she could do it.

Taking a deep breath, Emma closed her eyes for a moment. She reminded herself of how many times in her life she had doubted her abilities, only to realise later that she was more capable than she had believed. From landing her first job to speaking up in meetings, there had always been a moment when she hesitated, unsure if she was ready. But each time, she had pushed through the doubt.

This time, it was no different. She had the training. She had the skills. She just needed to trust herself.

With a final exhale, Emma stepped forward. The wind rushed past her, and for the first time in her life, she didn't feel afraid. She felt free. As the parachute opened, she looked around in awe. The world beneath her seemed so small and peaceful. She had done it. She had trusted herself. And it was more exhilarating than she could have ever imagined.



CHALLENGE

Trust Yourself to Overcome Doubt: Self-trust doesn't mean eliminating all doubt; it means acknowledging the fear and moving forward anyway, believing you can handle challenges.

Preparation Builds Confidence: The more you prepare for something, the more you can trust yourself when the moment comes. Practice, learn, and equip yourself with the skills needed to succeed.

Growth Happens Outside Your Comfort Zone: Stepping out of your comfort zone is where real growth happens. By trusting yourself to face fear, you open the door to new possibilities and experiences.

Complete two (2) examples when you should have had more trust in you

EVENT	OUTCOME

Now re-look at the same situations - what can you change for the future?

EVENT	NEW OUTCOME

THINGS ARE NOT ALWAYS WHAT THEY SEEM WITH JOSH GREEN

Learn about your self-talk.

Because you don't know so what; you can learn.

One step at a time.

Do you let negativity around stop you in your tracks

JOSH GREEN YOUR UP

Take a deep breath.

You drop the ball.

Pick up the ball and keep going.

Stand up straight.



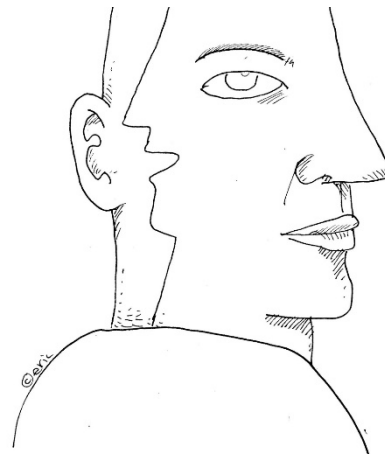
Managing your self-talk is an essential skill for improving your mental well-being, boosting self-confidence, and maintaining a positive mindset.

Your internal dialogue significantly influences how you perceive yourself, your actions, and the world around you.

1. BECOME AWARE OF YOUR SELF-TALK	WHAT IS YOUR INNER VOICE TELLING YOU?
Pay attention to the thoughts that pop into your head, especially during stressful situations or when you're facing challenges. Keep a journal or make a mental note of common negative thoughts to better identify patterns. Research your Reticular Activating System.	
2. CHALLENGE NEGATIVE THOUGHTS	CHALLENGE TWO (2) OF YOUR NEGATIVE THOUGHTS.
When you catch yourself thinking negatively, ask: <i>Is this thought based on facts? Is it an overgeneralisation?</i> For example, if you think "I always fail," challenge it by recalling times when you succeeded. Then replace the negative thought with a more accurate and supportive one, such as "I may have struggled before, but I can learn and improve."	

3. PRACTICE SELF-COMPASSION	WHAT YOUR EXAMPLE?
When you make a mistake or face difficulty, instead of criticising yourself, say something kind like, "It's okay to make mistakes. I'm learning, and I'll try again." Treat yourself with patience and understanding.	
4. USE POSITIVE AFFIRMATIONS	WHAT ARE YOU DOING? SELECT TWO FOR YOU
Choose a few affirmations that resonate with you, such as "I am enough," "I am capable of overcoming challenges," or "I trust my abilities." Say them aloud or write them down every day, especially when you feel self-doubt creeping in.	
5. REFRAME NEGATIVE SITUATIONS	WHAT IS YOUR REFRAME?
When faced with a difficult situation, ask yourself, <i>What can I learn from this?</i> For example, if you miss a deadline, rather than thinking "I'm terrible at time management," reframe the thought to "This is an opportunity to improve my planning skills."	
6. FOCUS ON THE PRESENT MOMENT	WHICH MINDFULNESS ARE YOU DOING?
Practice mindfulness techniques, such as deep breathing or meditation, to bring your attention to the present. When negative thoughts arise, gently guide yourself back to the here and now. This helps create a more grounded, realistic perspective.	
7. ASSOCIATE WITH POSITIVE INFLUENCES	WHO ARE YOUR POSITIVE INFLUENCES?
Engage with people who uplift and support you. Limit time spent in negative environments, whether it's with individuals who bring you down or media that promote unrealistic standards.	
8. CELEBRATE SMALL WINS	WHAT ARE YOU CELEBRATING?
At the end of each day or week, take time to reflect on and celebrate your achievements. Whether it's accomplishing a task or making it through a challenging situation, remind yourself that you're making progress.	

IF YOU HEAR THOSE VOICES	WHAT VOICES ARE YOU IGNORING NOW?
That's a good sign. You are doing something and challenging yourself. There is no growth in comfort.	



As you
quiet the
mind ~
you hear
the Inner
Voice

THE INNER VOICE – WHAT DID YOU LEARN

From the previous list select four areas you would like to improve and complete using the table below

1
2
3
4

THE POWER OF PURPOSE



STEP ONE (1): Building belief and self-confidence in yourself is a journey that requires intentional effort and practice.

Learn and implement these six behaviours to move to the next level

SIX BEHAVIOURS	YOUR ACTIONS MOVING FORWARD
Self-confidence counting will get you going momentum will do the rest.	
Be brave for 20 seconds (Of courage).	
Take a seat at the table.	
Cheer for other people. (celebrated together) confident people support those around them.	
What are you good at, what have you improved. You did it them so do it again.	
Use prior success to move you forward. Celebrate you.	

STEP TWO (2)

Learn and implement these six (6) behaviours to move to the next level

SIX (6) BEHAVIOURS	YOUR ACTIONS MOVING FORWARD
Stop comparing yourself to others.	
Get to know you better.	
Learn to love rejection.	
Speak up.	
Say 'No' more often.	
Stand up for yourself.	
Agree to disagree more with empathy.	

STRESS MANAGEMENT

How can you be mentally resilient if you are physically worn out? You can't. Good habits outside of the workplace will affect your ability to manage stress in the workplace, which will in turn help with resilience.

EXERCISE

You either love it or hate it. I am talking about exercising. For those of you who hate it, exercise is that dreaded thing that we avoid at all costs.



For the people who love it, it's a euphoric experience that makes you feel good and look good. Loving exercise can be learned. Once you start, it has an addictive property.

It makes you feel physically and mentally better. It may take a while to get to this point, but if you commit to exercising, this can be you.

Ways to stay motivated to exercise on a regular basis:

1. Change your perspective on exercise
2. Set a goal
3. Create a regular workout time
4. Make it fun and include variety

Benefits of exercising:

1. Fitness
2. Feeling of well being
3. Sleeping better
4. Feeling alert
5. Being relaxed
6. Weight management
7. Appearance

BALANCED DIET

You can exercise as much as you want, but you truly will not be a healthy person without eating well. Eating well is what gives us energy throughout the day and keeps our minds and bodies functioning properly. How many calories you should consume each day is dependent on your sex, age, and activity level. This can be determined by a doctor, if needed.

A healthy diet will include:

1. Protein- fish, meat, eggs, nuts, and beans
2. Fat-dairy products, nuts, and oils
3. Vitamins- Vitamin A, B, C, D, E, and K
4. Minerals- calcium, potassium, and iron
5. Water

Also, it is important to set yourself up for success. Make it easy on yourself to follow a healthy diet.

Ways to do this include:

1. Prepare your own meals
2. Make the right changes
3. Simplify your meals
4. Read product labels
5. Drink lots of water
6. Focus on how you feel after eating certain foods

SLEEP



Sleep, it is the thing we all wish we had more of. Sleep is so incredibly important to our health. Getting proper sleep keeps us mentally aware and physically healthy. As an adult, 7 to 9 hours is considered the ideal amount of sleep.

This may seem impossible to some, but if you put in the effort, you can accomplish this. Sleep provides the body with so many benefits. It is not something that should be skimped on.

Consequences of not enough sleep:

- ☐ Memory problems
- ☐ Depression
- ☐ Weakened immune system
- ☐ Increase in perception of pain
- ☐ Increased risk of chronic diseases

Habits to improve your sleep health:

- ☐ Be consistent going to bed the same time each night
- ☐ Be consistent eating at the same time each morning
- ☐ Keep the bedroom quiet and dark
- ☐ Avoid large meals and caffeine before going to bed
- ☐ Exercise

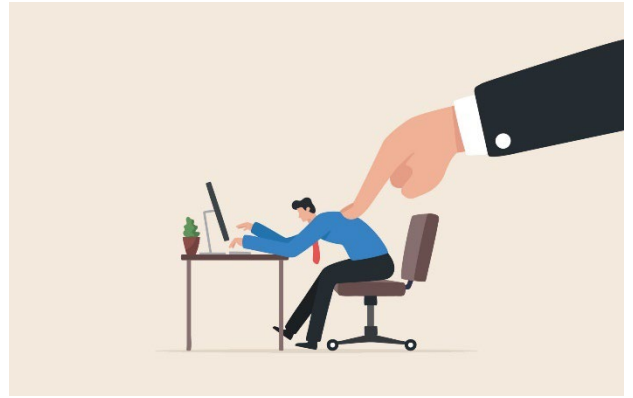
LEARN TO WORK UNDER PRESSURE

An important aspect of taking your health into your own hands is working at your own pace.

You never want to go straight in and over work yourself. It will only cause you to become exhausted and discouraged.

Working too slow, on the other hand, can leave you with minimal results. It is important to find a pace that fits your body and your needs.

This can be done by trial and error and learning what is the correct pace for you. Once you find that pace, increase it gradually. No need to go from 0 to 100, but once your body becomes content with a routine, it is time to move forward.



TRUSTING YOURSELF: A SUMMARY

1. **Building Confidence:** Confidence comes from understanding your strengths, celebrating successes, and learning from failures. Set small, achievable goals, track progress, and challenge self-doubt with positive affirmations.
2. **Belief in Yourself:** Trusting yourself is rooted in self-belief. Develop this by setting realistic expectations and being kind to yourself. Remind yourself that mistakes are part of growth and don't define your worth.
3. **Managing Self-Talk:** Monitor your internal dialogue. Replace negative, self-critical thoughts with constructive ones. Practice self-compassion and mindfulness to shift from "I can't" to "I can learn."
4. **Purpose:** Knowing your "why" gives you clarity and motivation. Whether in career or personal life, understanding your purpose helps you stay focused and resilient in the face of challenges.
5. **Stress Management:** Stress is inevitable, but managing it involves relaxation techniques such as deep breathing, meditation, or journaling. Prioritize time for rest and develop coping strategies to stay calm under pressure.
6. **Balanced Diet and Exercise:** Fueling your body with nutritious foods and regular exercise enhances mental clarity and emotional stability. A healthy body supports a positive mindset and better stress management.
7. **Working Under Pressure:** Trusting yourself under pressure means staying calm, prioritizing tasks, and maintaining perspective. Break down challenges into smaller steps, and embrace the opportunity to perform under stress as a chance for growth.

By combining these aspects, you cultivate self-trust, improve resilience, and enhance overall well-being, enabling you to thrive in various situations.



REFLECTION

Now that you've watched the video and completed the workbook, it's time to reflect on what you've learned from this module.

Reflecting on and reviewing information helps solidify what you've covered, supporting a deeper and more lasting understanding.

To get the most from your learning, take your time as you complete the review section.

Engage fully with each question—whether you're writing, discussing, or creating a visual summary. This process will reinforce your understanding and make it easier to apply these concepts in the future.

Please complete these questions.

What did you learn from this module?

What behaviour will you change based on learning?

How can you apply this knowledge in your role?

THE QUIZ

The quiz is here for you to review before completing your course online or to complete if you're not taking the course online.

According to Sarah, Emma's instructor, what is the hardest part of skydiving?	
Learning the drills.	<input type="checkbox"/>
Trusting yourself.	<input type="checkbox"/>
Checking the equipment.	<input type="checkbox"/>
Finding the courage to climb the cliff.	<input type="checkbox"/>

What does the story suggest about stepping out of your comfort zone?	
It is always dangerous.	<input type="checkbox"/>
It allows for real growth.	<input type="checkbox"/>
It eliminates fear entirely.	<input type="checkbox"/>
It guarantees success.	<input type="checkbox"/>

When you catch yourself thinking negatively what are two (2) things you can ask yourself?	
Is this thought based on facts?	<input type="checkbox"/>
Is it overgeneralisation?	<input type="checkbox"/>
Should I ignore this thought entirely?	<input type="checkbox"/>
Is this thought someone else's fault?	<input type="checkbox"/>
Can I just stop thinking this way without understanding it?	<input type="checkbox"/>

How can celebrating small wins help improve self-confidence?	
It keeps you focused only on big goals.	<input type="checkbox"/>
They remind you that you are making progress.	<input type="checkbox"/>
It eliminates the need for future effort.	<input type="checkbox"/>
It replaces the need for preparation.	<input type="checkbox"/>

Can you be mentally resilient if you are physically worn out?	
Yes.	<input type="checkbox"/>
No.	<input type="checkbox"/>

What is one (1) suggestion for improving sleep habits?	
Eating a large meal before bed.	<input type="checkbox"/>
Going to bed and waking up at consistent times.	<input type="checkbox"/>
Exercising late at night.	<input type="checkbox"/>
Drinking coffee to stay alert.	<input type="checkbox"/>

NOTES AND QUESTIONS

Use this section for any additional thoughts or information or if you have any questions that you would like to discuss.

ABOUT US

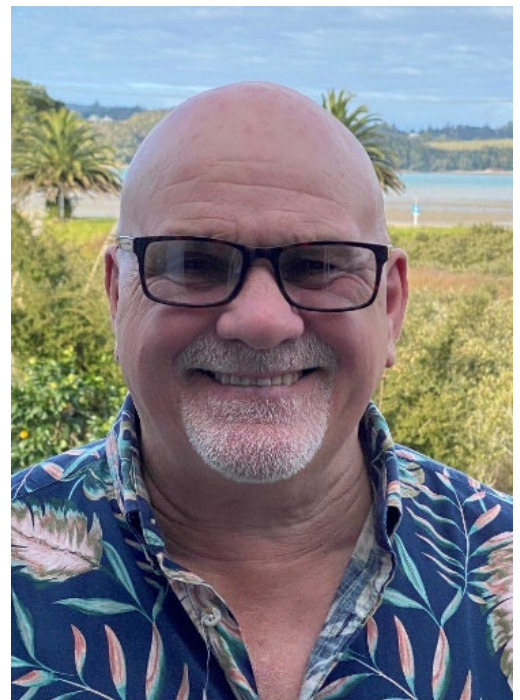
Graham (GTE) leads over 100 workshops annually, focusing on leadership, sales, fixed operations, and customer experience. He's the founder of Success Resources International, a Registered Training Organisation based in Brisbane, and the Managing Director of GTE Training and Development in New Zealand.

Originally from North Wales, Graham has spent 17 years in Australia (2001 – 2019) after more than two decades in New Zealand. His background includes service in both the Royal Navy and the Royal New Zealand Navy.

He's married to Shelley, a Kiwi from the Bay of Islands, and together they have two children Mackenzie and Gareth, along with four grandchildren: Hudson, Avyana, Reo and Vivienne.

Graham (GT) is a highly regarded coach and workshop facilitator specialising in leadership, sales, service and customer experience. He brings a wealth of expertise with the following qualifications:

- Advanced Diploma of Leadership and Management
- Diploma in Automotive Management
- Diploma of Training and Education and Design
- Certificate IV in Finance and Mortgage Broking
- Certificate IV in Business Sales
- New Zealand Certificate in Marketing
- NLP Practitioner



GRAHAM TAYLOR-EDWARDS

Graham's diverse skill set quips him to empower individuals and organisations to achieve their goals