

Trust From Zero™

Module 3: The First Action

A PRACTICAL GUIDEBOOK

Turn an agreement into a visible, completed piece of work.

TONI SHEREÉ DEVOL

Discovery by DeVol

YOUR PRACTICE

One agreed action completed, or a clear update when completion is blocked.

Put the lesson to work

Turn an agreement into a visible, completed piece of work.

THE FOUNDATION

Begin with The Zero Point: examine one situation through mental, structural, physical, and emotional lenses. Bring one manageable situation into this module.

THE PRACTICE

One agreed action completed, or a clear update when completion is blocked. Use a situation that is safe and appropriate for you to influence.

PRIVATE PARTICIPATION

This PDF has no form fields. Think through the prompts or write in your own notebook or notes app. No response needs to be submitted.

THE LIMIT

These are educational activities, not a clinical assessment, trust score, or substitute for qualified advice. Follow relevant duties, policies, and professional guidance where needed.

Choose a page

You can try one practice or work through the module at your own pace.

PRACTICE 1

Find the actual agreement - [page 4](#).

PRACTICE 2

Define a first action - [page 5](#).

PRACTICE 3

Prepare what the task needs - [page 6](#).

PRACTICE 4

Do the agreed work - [page 7](#).

PRACTICE 5

When you are blocked - [page 8](#).

PRACTICE 6

Check before handing over - [page 9](#).

PRACTICE 7

Close the loop - [page 10](#).

PRACTICE 8

Assess one action fairly - [page 11](#).

USE IT IN LIFE

Try the experiment on [page 13](#). Record what happens on [page 14](#). Plan a useful next occasion on [page 15](#).

Find the actual agreement

Start with what was agreed, rather than a guess about what would impress someone.

DO

Check the result, timing, and person expecting the work. If any part is missing, clarify it before proceeding.

CHECK

Is the task still needed? Has the request changed? Use the current agreement.

EXAMPLE OR WORDS TO TRY

“Before I begin, are these still the requirements?”

Define a first action

A project title is usually too broad to be a next action.

DO

Choose a step you can perform: open the required document, verify one fact, or prepare the requested item.

CHECK

Can you tell when that step is done? If not, make it more specific.

EXAMPLE OR WORDS TO TRY

Instead of “get organized,” choose “collect the three documents named in the request.”

Prepare what the task needs

Starting can be easier when access and materials are ready.

DO

List the information, tools, permission, and available time needed for the first action. Obtain or request one missing input.

CHECK

Distinguish something you can arrange from something another person must supply.

EXAMPLE OR WORDS TO TRY

“I can begin the review when I receive the version approved for review.”

Do the agreed work

The first action can be modest and useful.

DO

Complete one agreed step. Keep your attention on the result requested rather than adding unrequested features.

CHECK

Did extra work consume time needed for the agreed result? If so, return to the task's scope.

EXAMPLE OR WORDS TO TRY

A requested contact list needs verified names and numbers before it needs decorative formatting.

When you are blocked

A blocker deserves a specific explanation.

DO

State what is missing, what you have already tried, and what decision or help is needed. Contact the appropriate person.

CHECK

What can you safely complete meanwhile? Avoid improvising beyond your authority or changing a critical requirement alone.

EXAMPLE OR WORDS TO TRY

“The file is unavailable. I can prepare the headings, but I need access before checking the figures.”

Check before handing over

Being finished from your perspective may differ from being usable to the recipient.

DO

Compare your result with the agreed requirements. Check accuracy, completeness, format, and access where relevant.

CHECK

Can the recipient open or use what you are sending?
Mark any remaining limitation clearly.

EXAMPLE OR WORDS TO TRY

Open the attachment you intend to send and check that it is the correct version.

Close the loop

Let the person expecting the action know its status.

DO

Communicate what you completed, where it is, and any remaining issue. Ask for confirmation only when it is useful.

CHECK

Sending and receiving are different events. Check receipt when the task depends on it.

EXAMPLE OR WORDS TO TRY

“The revised schedule is in the agreed folder. The two missing dates are marked for your decision.”

Assess one action fairly

A single success is one observation.

DO

Compare what you promised with what you did. Record the result without declaring the whole relationship reliable or unreliable.

CHECK

Which part of the process helped? What would you change before trying again?

EXAMPLE OR WORDS TO TRY

"I sent the draft on time, but the recipient could not access the folder. Next time I will check permissions first."

A worked example

An illustrative situation, not a correct answer to your own experience.

THE SITUATION

You agree to send a verified volunteer contact list by Friday. On Thursday, two numbers remain unconfirmed.

THE ACTION

You tell the coordinator which entries are checked and ask whether they want the partial list now. You agree how the unverified entries will be handled.

WHAT TO OBSERVE

You deliver the list as agreed, clearly mark the unverified entries, and confirm that the coordinator can open it. The next action is now explicit.

One experiment

One agreed action completed, or a clear update when completion is blocked.

MY STARTING POINT

Choose one situation. What is happening, and whose agreement or support matters?

MY ACTION

Turn an agreement into a visible, completed piece of work. Name exactly what you will do and a realistic occasion for it.

MY CONDITIONS

What information, access, materials, or consent is needed? What must be clarified before you act?

MY OBSERVATION

What will you look for afterward? Describe something you could see or verify, rather than a conclusion about someone's character.

MY LIMIT

What will you do if the action is unsuitable, cannot be completed, or no longer serves the need?

My practice record

Use your own paper or notes app. A few words are enough.

DATE AND CONTEXT

When did you try the practice? What situation did you choose?

RECORD 1

What I agreed to do

RECORD 2

The first action I actually took

RECORD 3

What I checked before handing over

RECORD 4

What I communicated

RECORD 5

The result and remaining questions

Carry it into another day

A completed worksheet is a starting point for doing.

CHOOSE THE NEXT OCCASION

Where could you use this practice again? Choose a naturally occurring situation rather than adding work just to complete the book.

KEEP ONE USEFUL ADJUSTMENT

Name one action, question, or boundary that helped. Decide where a reminder would be useful.

CHECK ITS EFFECT

Afterward, ask what changed and what remains uncertain. Repeating an action is useful only while it serves the actual need.

IF SOMEONE ELSE IS INVOLVED

Confirm expectations with them. Do not assume the exercise gives you permission to assign tasks, monitor them, or change their access.

A place to finish

Take stock of what you did, not only what you thought about.

NOTICE

What did you learn from the action? What would you keep or change?

WORDS TO KEEP

I can take a useful first action and report it honestly.

CONTINUE

The next module is Module 4: The Small Things. Bring the questions your practice raised.

ONE OBSERVATION AT A TIME

A successful action does not prove that a person or system is trustworthy in every situation. Keep your judgment proportionate to what you have observed.

The seven-module series

Trust From Zero™ by Toni Shereé DeVol.

1

The Zero Point

2

The First Word Kept

3

The First Action

4

The Small Things

5

Alignment

6

The Break

7

The Rebuild

THIS EDITION

Module 3: The First Action. October 27, 2026. Published by Discovery by DeVol. discoverybydevol.com