

Trust From Zero™

Module 4: The Small Things

A PRACTICAL GUIDEBOOK

Practice a useful behavior across more than one occasion.

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Discovery by DeVol

YOUR PRACTICE

A short record of repeated behavior and one adjustment to make it workable.

Put the lesson to work

Practice a useful behavior across more than one occasion.

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

A short record of repeated behavior and one adjustment to make it workable. 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

Choose a behavior worth repeating - [page 4](#).

PRACTICE 2

Attach it to an occasion - [page 5](#).

PRACTICE 3

Make the action manageable - [page 6](#).

PRACTICE 4

Track facts, not character - [page 7](#).

PRACTICE 5

Respond to a missed occasion - [page 8](#).

PRACTICE 6

Distinguish a pattern from an excuse - [page 9](#).

PRACTICE 7

Keep the record proportionate - [page 10](#).

PRACTICE 8

Review what the practice serves - [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](#).

Choose a behavior worth repeating

A useful pattern begins with something concrete.

DO

Choose a recurring action that serves a real need: send an agreed update, return a shared item, or prepare materials before a meeting.

CHECK

Why does this behavior matter to the people involved? Avoid tracking something only because it is easy to count.

EXAMPLE OR WORDS TO TRY

"I will return the shared key to the agreed place after each use."

Attach it to an occasion

A practice needs an opportunity to happen.

DO

Identify the situation that calls for the action. Decide where the reminder belongs so it is available when needed.

CHECK

Does the occasion occur often enough to observe? Do not invent extra tasks just to maintain a streak.

EXAMPLE OR WORDS TO TRY

Put a return reminder beside the place where you collect the shared key.

Make the action manageable

A practice that requires ideal conditions may be difficult to repeat.

DO

Choose a small version that still meets the actual need.
Ask affected people before reducing an agreement.

CHECK

Is the smaller version useful, or merely easier? Keep the necessary requirement intact.

EXAMPLE OR WORDS TO TRY

An update can be two accurate sentences if that gives the recipient the information they need.

Track facts, not character

A record can describe behavior without judging a whole person.

DO

Observe three naturally occurring opportunities. Note the agreement, what happened, and relevant circumstances.

CHECK

Use a different number if three would be impractical. This is a learning exercise, not a reliability score.

EXAMPLE OR WORDS TO TRY

“Two updates arrived as agreed. One was late after an outage, and the sender notified us.”

Respond to a missed occasion

One miss needs attention without erasing the rest of the record.

DO

Check what was missed and whom it affected. Correct what you can, communicate where needed, and examine the conditions.

CHECK

Is the same obstacle repeating? Consider whether the arrangement needs a practical change.

EXAMPLE OR WORDS TO TRY

“I missed the update. I will send the current status now and change where I keep the reminder.”

Distinguish a pattern from an excuse

Context helps explain an event; the impact still matters.

DO

Look at several occasions. Ask whether problems are acknowledged and whether agreed adjustments are followed.

CHECK

A repeated explanation without a change may leave the same need unmet. Describe that plainly.

EXAMPLE OR WORDS TO TRY

“The return time has been missed three times. We need a different arrangement for sharing the item.”

Keep the record proportionate

Tracking should support a task, not become surveillance.

DO

Record only what is necessary for your own learning or an agreed work process. Respect others' privacy and applicable rules.

CHECK

Would a simple task status be enough? Avoid secret monitoring or collecting personal details.

EXAMPLE OR WORDS TO TRY

For a shared supply task, record whether supplies were available, not a colleague's private movements.

Review what the practice serves

A repeated behavior should remain useful.

DO

After your observation period, decide whether to keep, modify, or stop the practice. Ask affected people for feedback when appropriate.

CHECK

Has the underlying need changed? Repetition alone is not a reason to continue an unnecessary task.

EXAMPLE OR WORDS TO TRY

A daily update can become a weekly update if the team agrees that the decision no longer needs daily information.

A worked example

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

THE SITUATION

A neighborhood group repeatedly runs out of supplies before a weekend activity.

THE ACTION

The agreed practice is to check supplies after each activity and tell the coordinator what needs replacing. The group observes three weekends.

WHAT TO OBSERVE

Two checks work. The third misses items stored elsewhere. The group updates the checklist and agrees where supplies belong, then observes the next occasion.

One experiment

A short record of repeated behavior and one adjustment to make it workable.

MY STARTING POINT

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

MY ACTION

Practice a useful behavior across more than one occasion. 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

The useful behavior and why it matters

RECORD 2

The occasion that calls for it

RECORD 3

What happened on each occasion

RECORD 4

An obstacle or change in conditions

RECORD 5

What I will keep, change, or stop

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 practice consistency without demanding perfection.

CONTINUE

The next module is Module 5: Alignment. 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

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Alignment

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The Break

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The Rebuild

THIS EDITION

Module 4: The Small Things. October 27, 2026. Published by Discovery by DeVol. discoverybydevol.com