

Trust From Zero™

Module 5: Alignment

A PRACTICAL GUIDEBOOK

Compare words, actions, responsibilities, and fair expectations.

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Discovery by DeVol

YOUR PRACTICE

One identified mismatch and a specific, agreed attempt to address it.

Put the lesson to work

Compare words, actions, responsibilities, and fair expectations.

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 identified mismatch and a specific, agreed attempt to address it. 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 one stated expectation - [page 4](#).

PRACTICE 2

Compare words with events - [page 5](#).

PRACTICE 3

Look at the structure - [page 6](#).

PRACTICE 4

Check fairness - [page 7](#).

PRACTICE 5

Clarify a boundary - [page 8](#).

PRACTICE 6

Address a mismatch - [page 9](#).

PRACTICE 7

Agree on accountability - [page 10](#).

PRACTICE 8

Review the result - [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 one stated expectation

Start with a specific claim or agreement.

DO

Write one expectation in ordinary language. Identify who made it and where it is recorded, if anywhere.

CHECK

Is this a shared agreement or an assumption? Ask before treating an unspoken preference as a rule.

EXAMPLE OR WORDS TO TRY

“Everyone using the space is expected to leave it ready for the next person.”

Compare words with events

A mismatch needs an observable example.

DO

Describe what was said and what happened. Keep an interpretation about motives separate from the event.

CHECK

What information is missing? A question can be more accurate than an accusation.

EXAMPLE OR WORDS TO TRY

“The room was booked as accessible, but there were steps at the entrance. What accessible option is available?”

Look at the structure

An expectation may require support that has not been provided.

DO

Check the tools, time, authority, information, and access needed to meet the expectation.

CHECK

Are people being held responsible for something they cannot control? Identify who can change the arrangement.

EXAMPLE OR WORDS TO TRY

A request for timely updates needs a place to send them and clarity about what information is required.

Check fairness

Consistency alone does not establish that a rule is fair.

DO

Ask whether the expectation respects people's rights and relevant needs, and whether it is applied fairly. Use appropriate policy or qualified guidance when rights are involved.

CHECK

Would the same process hear concerns and correct errors? Do not settle a rights question with this worksheet alone.

EXAMPLE OR WORDS TO TRY

A shared booking rule should include a way to raise an access concern and obtain a useful response.

Clarify a boundary

A boundary describes a limit and the response within your control.

DO

Name what you can do, what you cannot take on, and how you will communicate the limit.

CHECK

Avoid presenting control of another person's feelings or choices as your boundary.

EXAMPLE OR WORDS TO TRY

"I can discuss the task during our scheduled meeting. I will not answer routine work messages late at night."

Address a mismatch

Choose a low-risk situation you can appropriately influence.

DO

Describe the expectation, the observed difference, and the change you are requesting. Use the relevant process if direct discussion is unsuitable.

CHECK

What outcome would make the task workable? Keep the request specific.

EXAMPLE OR WORDS TO TRY

“We agreed to confirm changes before sending them. Can we add a review step before the next update?”

Agree on accountability

An adjustment needs someone able to carry it out.

DO

Confirm who will act, what they can decide, and when the arrangement will be reviewed.

CHECK

What happens if the change does not occur? Use an appropriate escalation or correction process, not a threat.

EXAMPLE OR WORDS TO TRY

The meeting owner agrees to add the review step and check its use at the next meeting.

Review the result

An agreeable conversation and a changed practice are different observations.

DO

At the agreed time, check what actually changed and whether it addressed the need.

CHECK

If the mismatch remains, record it and choose the appropriate next step. Repeated words need not outweigh repeated behavior.

EXAMPLE OR WORDS TO TRY

“The review step was added, but updates still bypass it. We need the task owner to address how changes are released.”

A worked example

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

THE SITUATION

A group says members can raise concerns, but meeting agendas leave no time for questions.

THE ACTION

You identify the mismatch and ask for a defined question period or another accessible way to raise concerns. The meeting owner agrees to trial both.

WHAT TO OBSERVE

At the review, members can ask questions, but some remain unanswered. The group assigns responsibility for follow-up rather than calling the change complete.

One experiment

One identified mismatch and a specific, agreed attempt to address it.

MY STARTING POINT

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

MY ACTION

Compare words, actions, responsibilities, and fair expectations. 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 stated expectation

RECORD 2

What I observed

RECORD 3

The support, fairness, or boundary issue

RECORD 4

The requested adjustment and agreed owner

RECORD 5

What happened at review

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 ask whether an expectation is workable and fair.

CONTINUE

The next module is Module 6: The Break. 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

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The First Action

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The Small Things

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Alignment

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The Break

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The Rebuild

THIS EDITION

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