

Trust From Zero™

Module 6: The Break

A PRACTICAL GUIDEBOOK

Recognize a break in trust, describe its impact, and choose an appropriate response.

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Discovery by DeVol

YOUR PRACTICE

A factual account, a protective next step, and a clear statement of what needs attention.

Put the lesson to work

Recognize a break in trust, describe its impact, and choose an appropriate response.

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 factual account, a protective next step, and a clear statement of what needs attention. 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

Name the event - [page 4](#).

PRACTICE 2

Describe the impact - [page 5](#).

PRACTICE 3

Separate uncertainty from proof - [page 6](#).

PRACTICE 4

Choose what needs to stop or pause - [page 7](#).

PRACTICE 5

Ask for an account - [page 8](#).

PRACTICE 6

Recognize your own contribution - [page 9](#).

PRACTICE 7

Choose who needs to know - [page 10](#).

PRACTICE 8

Decide what comes next - [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](#).

Name the event

Start with what happened rather than a verdict about everything.

DO

Choose an everyday situation that you can safely examine. Record the agreement or expectation and the event that differed from it.

CHECK

What is known directly? What is reported by someone else? Keep those distinctions visible.

EXAMPLE OR WORDS TO TRY

“I was told the change had been approved. The approver later said they had not seen it.”

Describe the impact

An event can affect people and practical arrangements.

DO

Identify the task, decision, resource, or relationship affected. Describe the impact as specifically as you can.

CHECK

Do you need immediate practical help or protection before further reflection? Attend to that first.

EXAMPLE OR WORDS TO TRY

An unapproved change may cause rework and leave someone acting on incorrect information.

Separate uncertainty from proof

Not knowing the reason is different from knowing there was no problem.

DO

List confirmed facts, questions, and assumptions separately. Use appropriate records and people to clarify the event.

CHECK

Avoid collecting information through unsafe contact, surveillance, or access you do not have permission to use.

EXAMPLE OR WORDS TO TRY

“The instruction changed. I do not yet know who changed it or why.”

Choose what needs to stop or pause

You can reduce further exposure while assessing an issue.

DO

Choose a response within your role: pause a nonessential task, request a verification step, or use an appropriate reporting process.

CHECK

For urgent duties, follow the relevant procedures rather than pausing critical work on this guide's advice.

EXAMPLE OR WORDS TO TRY

"Before I act on another change, I need confirmation from the authorized person."

Ask for an account

A request for explanation can be specific and bounded.

DO

If direct discussion is appropriate, state the event and ask what happened. If it is unsafe or unsuitable, use a trusted intermediary or relevant process.

CHECK

An explanation is information to consider. It does not automatically settle the impact or restore trust.

EXAMPLE OR WORDS TO TRY

“We agreed the document would be reviewed first. Can you explain how it was released without that review?”

Recognize your own contribution

Accountability applies when your action affected someone else.

DO

Identify what you did, what it affected, and what you can correct. Avoid making the other person responsible for reassuring you.

CHECK

An apology should not require forgiveness or renewed contact. Ask what practical correction is appropriate.

EXAMPLE OR WORDS TO TRY

"I sent the information before checking it. That created extra work. I will correct the record through the agreed process."

Choose who needs to know

Addressing a break does not require telling every audience.

DO

Identify the people responsible for the task, affected by the event, or authorized to help. Share only appropriate information.

CHECK

Protect private details. For legal, employment, or safety concerns, use relevant professional guidance and procedures.

EXAMPLE OR WORDS TO TRY

A correction can go to the people who received the incorrect schedule without disclosing unrelated personal information.

Decide what comes next

Understanding the event does not oblige you to rebuild the relationship.

DO

Consider a boundary, a correction process, limited contact, more information, or no further personal involvement where appropriate.

CHECK

What is within your control? What obligation or formal process still needs attention? Leave decisions open when you need qualified advice.

EXAMPLE OR WORDS TO TRY

“I am willing to discuss the practical correction. I am not ready to resume the previous arrangement.”

A worked example

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

THE SITUATION

You share a private planning note with a colleague for a limited task. They forward it beyond the agreed audience.

THE ACTION

You identify what was shared and who received it, ask for an appropriate correction, and use the relevant workplace process if needed.

WHAT TO OBSERVE

You change how you share future information. Whether broader trust is rebuilt remains a separate decision; you do not need to settle it during the correction.

One experiment

A factual account, a protective next step, and a clear statement of what needs attention.

MY STARTING POINT

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

MY ACTION

Recognize a break in trust, describe its impact, and choose an appropriate response. 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 was expected and what happened

RECORD 2

Confirmed facts and unanswered questions

RECORD 3

The impact

RECORD 4

A protective or corrective next step

RECORD 5

Who can appropriately help

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 the impact seriously without deciding everything today.

CONTINUE

The next module is Module 7: The Rebuild. 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.

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The Zero Point

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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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