

Trust From Zero™

Module 1: The Zero Point

A PRACTICAL GUIDEBOOK

Start from clarity, not noise.

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INSIDE

Notice where trust becomes difficult. Choose one small action. Observe what happens. Decide what to adjust.

A beginning you can use

The starting point for the Trust From Zero™ guidebook series.

THE FOUNDATION

Begin by noticing false urgency, inherited timelines, and the pressure to look ready. Examine one situation through mental, structural, physical, and emotional lenses.

THE PRACTICE

This guidebook pairs that reflection with small actions and a way to review what happened. These practices are invitations to experiment, not a measure of personal worth.

PRIVATE PRACTICE

This PDF has no form fields. Think through a prompt, print a page, or use your own notebook or notes app. No response needs to be submitted.

EDITION

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Find your starting place

Choose one activity rather than trying to complete a whole book.

A QUICK VISIT

Use the false-urgency check on [page 5](#), or make one request clearer on [page 9](#).

A FULL PRACTICE

Map a situation on [page 7](#). Choose one action on [page 13](#). Try it using [page 14](#). Record what happened on [page 17](#).

PERMISSION TO PAUSE

If an exercise feels unsuitable, change it or leave it. A pause can be an intentional action when a decision can wait.

A PRACTICAL LIMIT

Use everyday situations you can safely influence. This guide does not ask you to confront someone, revisit unsafe contact, or make medical, legal, or financial decisions.

Clarity before performance

You do not have to begin in performance.

NOTICE

Choose one ordinary situation where you feel pressure to look more certain than you are. Name what you know and what is unclear.

DO

Replace a vague claim of readiness with one accurate sentence. You can practice it privately before deciding whether to use it.

WORDS TO TRY

"I can complete the first part. I need the requirements clarified before I commit to the rest."

LOOK FOR

Was the missing information made clearer? If not, write one more specific question for the appropriate person.

Check the urgency

False urgency is pressure to act before you have checked what is actually required.

NOTICE

Choose a task that feels urgent. Separate the actual deadline from the feeling that everything must happen now.

DO

Check who set the deadline, what must be completed, and what happens if it changes. Use an official instruction or the person responsible for the task.

IF THE DEADLINE IS REAL

Choose the smallest necessary next action. Ask for clarification or support if you need it.

IF IT CAN WAIT

Choose when you will revisit it. Put that time in your own calendar instead of keeping the decision open all day.

PRIVATE NOTE

The deadline is _____. I verified it with _____. My next action is _____.

Choose your own timing

Inherited timelines are expectations you did not necessarily choose.

NOTICE

Complete this privately: “By now, I should have ____.”
Identify whose expectation is inside that sentence.

DO

Separate a real obligation from a comparison. For something within your control, choose one next step that fits your actual resources.

EXAMPLE

Instead of deciding that everyone else is ahead, check one requirement for a goal you still want. Decide whether to continue, change the goal, or leave it for later.

LOOK FOR

Did you make a choice based on information you checked? You do not need to make a public announcement about it.

Make a Ground Zero map

Examine one situation through four lenses.

MENTAL

What is unclear, repeatedly reconsidered, or difficult to decide?

STRUCTURAL

What instruction, routine, tool, or responsibility is missing or unreliable?

PHYSICAL

What practical need, comfort, or access issue deserves attention? You do not need to diagnose yourself.

EMOTIONAL

What feeling is present? What is yours to respond to, and what may belong to someone else?

DO

Choose one lens to work with first. Write one sentence: "In this situation, I want to make ___ more workable."

Give one decision a place

A practice for the mental lens.

NOTICE

Find one ordinary decision you keep revisiting. Is information missing, or have you already decided and forgotten where you recorded it?

DO

Give that decision one home: a short note, task list, or calendar entry. Record the next action and when it needs attention.

EXAMPLE

“Appointment: check the provider’s available times Thursday. I do not need to reconsider it before then.”

LOOK FOR

When the decision returns to mind, can you find your note? If not, choose a more obvious place. Keep private details where you are comfortable storing them.

Give a task some structure

A practice for the structural lens.

NOTICE

Choose a task that repeatedly depends on reminders or someone guessing what is needed.

DO

Clarify the task, the person responsible, and the agreed time. Confirm the arrangement with anyone involved rather than assigning them work without agreement.

WORDS TO TRY

“Can we confirm who will send the final document and when it is needed?”

LOOK FOR

Can the people involved describe the same agreement? If the task stalls, first check for a missing instruction, resource, or decision.

PRIVATE NOTE

Task _____. Agreed owner _____. Agreed timing _____. Missing resource _____.

Make room for a practical need

A practice for the physical lens.

NOTICE

Choose one task or setting that would be more manageable with a practical adjustment. You can focus on seating, access, timing, food, water, or rest.

DO

Make one adjustment within your control, or ask the appropriate person about an option. Follow individualized care advice where relevant.

WORDS TO TRY

“Could we use a seated option?” or “I need a break before we continue.”

LOOK FOR

Did the adjustment make participation more workable? If it did not, describe what still needs attention. You do not have to push through to complete this exercise.

Name a feeling, choose a response

A practice for the emotional lens.

NOTICE

Name a feeling without requiring yourself to explain its whole history. “I feel uncertain” is enough.

DO

Choose one response you can safely control: ask a clarifying question, take time before replying, or seek company from a trusted person.

WORDS TO TRY

“I want to give this a considered answer. I will check what is needed and reply tomorrow.” Use that timing only if it fits your obligations.

LOOK FOR

Did the response create useful room or information? A feeling does not have to disappear for your choice to count.

Keep one thing private

A practice for the pressure to make trust look impressive.

NOTICE

Ego-framed trust is the pressure for trust to look impressive or public. Choose an action you value even if no one sees it.

DO

Complete one useful task without posting about it or turning it into a promise to an audience.

EXAMPLE

Verify a requirement, organize the materials for tomorrow, or follow through on a small agreement.

LOOK FOR

What changed because you did the task? Describe the result rather than how convincing you appeared.

WORDS TO KEEP

My follow-through can matter without an audience.

Choose one experiment

Bring your map into a single manageable action.

MY SITUATION

One ordinary situation I can safely influence: ____.

MY ACTION

One thing I will do: _____. Keep it specific enough that you can tell whether you did it.

MY CONDITIONS

What I need, whose agreement matters, and when I can realistically try it: _____.

MY OBSERVATION

What I will look for afterward: _____. Choose something visible, such as a clarified instruction or a task completed.

MY LIMIT

If the action is unsuitable or circumstances change, I can _____ instead. A smaller practice is still a practice.

Try it in ordinary life

You can leave the book now and return after the action.

BEFORE

Check that the action is safe, within your role, and supported by any agreement you need. Reduce its size if it asks too much of today.

DURING

Do the one action you chose. You do not need to add more tasks to make the attempt impressive.

AFTER

Record what you actually did and what happened. Separate an observation from an interpretation.

EXAMPLE

Observation: "We agreed who would send the document." Interpretation: "Everything will be reliable now." One agreement does not establish a whole pattern of trust.

NEXT

Use the practice record on [page 17](#) when you return.

If it did not work

An attempt gives you something specific to examine.

CHECK THE ACTION

Was it small enough? Did you have the information, resources, access, and agreement it required?

CHECK THE EXPECTATION

Were you expecting one action to settle an ongoing issue? Narrow the result you are looking for.

CHOOSE AN ADJUSTMENT

Simplify the task, ask a clearer question, get appropriate support, or stop using an approach that does not fit.

IF AN AGREEMENT WAS MISSED

Acknowledge what happened. If another person was affected, discuss a realistic next step rather than quietly changing the promise.

WORDS TO TRY

"I did not complete what we agreed. Here is what I can realistically do next. Does that work for you?"

A worked example

An illustrative situation, not a test with a correct personal answer.

THE STARTING POINT

I keep telling a teammate that a task is almost finished, but the final requirements are unclear.

THE MAP

Mental: I am guessing. Structural: there is no agreed definition of complete. Physical and emotional needs can be noted privately if relevant.

THE ACTION

Ask the task owner to confirm what the final version must include. Agree on a realistic next update.

THE OBSERVATION

The owner supplies two missing requirements. I can now estimate the work more accurately.

THE ADJUSTMENT

Record the agreed requirements in the appropriate shared work location. Review them before the next status update. Trust remains something to assess over time.

My practice record

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

DATE & SITUATION

When did I try this? What situation did I choose?

THE ACTION

What did I actually do?

THE OBSERVATION

What happened that I could see or verify? What remains unknown?

THE ADJUSTMENT

What will I keep, change, or stop?

THE RETURN

When would it be useful to review this again? Choose a time that fits the task rather than an arbitrary streak.

Carry clarity forward

Take stock of what you have noticed and tried. Then choose what follows.

REFLECT

What do I now see more clearly than before? What do I no longer need to carry into my next decision? What kind of trust actually feels real to me?

DO

Choose one practical adjustment you want to keep. Put it somewhere you can use it: an agreed task note, a calendar entry, or a private reminder.

NOTICE OVER TIME

A useful action is something to observe. It is not proof that every person, relationship, or system is trustworthy.

WORDS TO KEEP

I can begin honestly. I can make one action workable. I can revise what does not fit.

About the series

Trust From Zero™ by Toni Shereé DeVol.

THE ZERO POINT

Module 1 establishes the practice used throughout this series: examine a situation, choose a manageable action, observe what happens, and adjust.

A FOUNDATION TO BUILD ON

Begin here. Return to the map and practice record as your circumstances change. Further modules will build on this foundation.

EVERYDAY PRACTICE

The exercises support learning and practical reflection. They do not assess trustworthiness or guarantee an outcome. Keep private details in your own notebook or notes app.

PUBLICATION DETAILS

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