



PACT

WHERE TRUST FAILS, IT'S TYPICALLY BECAUSE THE PACT HAS BEEN VIOLATED

PERMISSION

- Who can say/do what?
- Who gets to make decisions?
- Who can speak to whom about what?

ACCOUNTABILITY

- Who owns the scoreboard?
- What are the consequences?
- Are they consistently enforced?

CANDOR

- Do we speak the full truth?
- Are we aligned?
- Are motives trustworthy?

TACT

- Do we value psychological safety?
- Is conflict resolved well?
- Do we acknowledge mistakes?