

Team Trust Diagnostic Tool

Rate your level of agreement for each statement based on how often the people on the team demonstrate the following behaviours. Use the following 1-5 scale:

1=strongly disagree **2**=disagree **3**=neutral **4**=agree **5**=strongly agree

The People on my team...

Tend to say what they really think or feel	
Seem to care about one another	
Willing to confront and negotiate differences	
Demonstrates it values openness & honesty	
Apologize to each other for inappropriate behaviour	
Openly share quality information, best practices, etc.	
Don't hold grudges against each other	
Deal with conflict in a timely and healthy manner, and not hide or ignore it	
Freely express their opinions, even when they differ with others	
Willingly work through sensitive issues openly	
Take the time to listen to and understand each other	
Performance feedback is frequent, honest and effective at developing potential	
Effectively manages the diversity of the team	
Views mistakes as a natural part of the innovation and learning processes & don't blame each other when they happen	
Clearly understand the goals of the team and what is expected of them to contribute to the success of those goals	
Team leader manages the team effectively	
Meet commitments and deliver quality results on time	
Meetings are energising and effective because everyone contributes to their full potential	
Rewards and recognition are handed out fairly	
Act with the best intentions for the team and do not have hidden agendas	
	Pure Rating
Subtract one point for each person who works away from the office 3 or more days or more	
Subtract five points if the team leader has been in the role 3 months or less	
Subtract two points if the organization has downsized in the past 3 months	
Add five points if the team has held a "team building" event in the past 6 months where every member of the team was physically present	
	Adjusted Rating

90-100 WoW – Keep it up because whatever you're doing, it's working!

80-89 Great – High trust means high performance; continue to nurture it

70-79 Good – The foundation is there; proactively build trust daily

60-69 There's Still Hope – The whole team has to work on this; make it a measurable goal

50-59 Uh Oh! – Immediate and drastic action is required; get outside help

0-49 Abandon Ship – Intervention required! Salvage what you can and rebuild