

# TEAM TRUST DIAGNOSTIC

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   |  |
| Willingly confront and negotiate differences   |  |
| Demonstrate they value 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   |  |
| Receive performance feedback that is frequent, honest, and effective at developing potential   |  |
| Effectively manage the diversity of the team   |  |
| View 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                              |  |
| Believe the Team leader manages the team effectively   |  |
| Meet commitments and deliver quality results on time   |  |
| Conduct meetings that are energizing and effective because everyone contributes to their full potential  |  |
| Believe rewards and recognition are handed out fairly  |  |
| Act with the best intentions for the team and do not have hidden agendas   |  |
| <b>Pure Rating</b>   |  |
| <b>Subtract</b> one point for each person who works away from the office 3 or more days or more per week                                       |  |
| <b>Subtract</b> five points if the team leader has been in the role 3 months or less   |  |
| <b>Subtract</b> two points if the organization has downsized in the past 3 months  |  |
| <b>Add</b> 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 |  |
| <b>Adjusted Rating</b>   |  |

**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

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