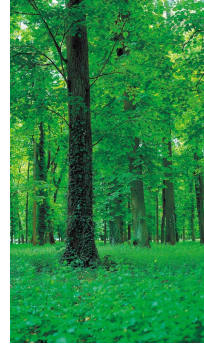


THE TRUST BUILDER SELF-ASSESSMENT



According to its linguistic origins, the word *trust* is related to the words *strong*, *faithful*, and *true*—and the word *true* is related to *tree*.

It's a revealing connection. You don't bury an acorn and expect a tall oak the next day. It takes persistence, patience, and faithful watering to grow an enduring tree. The same is true for trust.

Trust is a must in every workplace, and it requires good intentions and hard work. This quick assessment will reveal how well you're doing as a trust-builder—and how you can do better.

INSTRUCTIONS: Read each item below and on the next page, then check a box (1 to 5) to indicate how often your actions match the words. Use this scale: **1 = never 2 = rarely 3 = sometimes 4 = usually 5 = always**

INTEGRITY

1. When I commit to something, I follow through and get it done.

1	2	3	4	5
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2. When I have scheduled meetings and other appointments, I show up on time.

1	2	3	4	5
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3. When I have to miss an appointment or deadline, I give a good reason.

1	2	3	4	5
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4. When someone confides in me, I keep our conversation strictly between the two of us.

1	2	3	4	5
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5. When I'm in a workplace conversation that turns to gossip, I walk away.

1	2	3	4	5
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SUPPORT

6. When my colleagues appear to need help, I offer it.

1	2	3	4	5
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7. When they ask me for help, my inclination is to say yes.

1	2	3	4	5
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8. When they come up with ideas for doing things differently at work, I show genuine interest.

1	2	3	4	5
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9. When I have information that can help someone, I pass it along to them.

1	2	3	4	5
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COMMUNICATION

10. When someone approaches me with a concern, I take time to listen first.

1	2	3	4	5
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Continued on the next page...

11. When I want to communicate directly with someone in my work area, I opt for face-to-face conversation over e-mail or texting.

1	2	3	4	5
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12. When there's a sensitive topic that needs to be talked about, I bring it up and guide the group in constructive conversation.

1	2	3	4	5
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RESPONSIBILITY

13. When I achieve lackluster results, I take responsibility and look to myself for improvement.

1	2	3	4	5
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14. When I make mistakes that affect people, I apologize.

1	2	3	4	5
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15. When I have a question that might reveal my ignorance about a situation, I still ask it.

1	2	3	4	5
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16. When new and undeniable facts challenge my long-held opinions, I open my mind and adjust my thinking.

1	2	3	4	5
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INCLUSION

17. When celebrating success, I acknowledge all the people who helped make it happen.

1	2	3	4	5
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18. When working with people of varied backgrounds and experience levels, I treat everyone with equal respect.

1	2	3	4	5
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19. When problems arise that involve my work group, I gather with colleagues to diagnose the situation and develop next steps.

1	2	3	4	5
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20. When thinking about my immediate co-workers, I can identify a strength or talent that each of them brings to the workplace.

1	2	3	4	5
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Add the numbers in all the boxes you checked, and put the total here:

SUGGESTION: Make this a collective effort by completing the assessment with your co-workers.

- 20-40 There is considerable room for improvement. Review the items in this assessment, pick out one or two that call for immediate action, and get started. As long as you take a couple steps in the right direction, you are making progress.
- 41-60 Recognize and maintain your strengths while identifying two or three areas that need the most improvement. Develop actions you can implement right away, but be specific. For example, instead of saying you will "communicate better," define exactly *what* you need to communicate and *how* you will do it better.
- 61-80 You are taking important steps to strengthen trust, but there is more you can do. Review your assessment and uncover one new trust-building action you can take.
- 81-100 Great. Now focus on your colleagues, guiding them in what it takes to build trust.