

International Team Trust Indicator



Report for
<Insert name of team here>
of
<Insert name of Company here>

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The Ten Trust Criteria



Competence

- Trust based on a perception that team members are competent, and so will not let me down.



Compatibility

- Trust based on background, values, approaches, interests and objectives held in common.



Goodwill

- Trust based on the belief that other team members are concerned about my overall welfare.



Integrity

- Trust based on the fact that other team members maintain promises and behave towards me in accordance with a moral code.



Predictability

- Trust based on the observation that the behaviour of team members is consistent over time and in different contexts.



Well-being

- Trust arising from the feeling that I have nothing to fear from the other members of my team.



Inclusion

- Trust based on the observation that other group members are team orientated and include me in their social and work activities.



Openness with Information

- Trust based on the fact that other team members share information that is important to the team proactively and clearly.



Accessibility

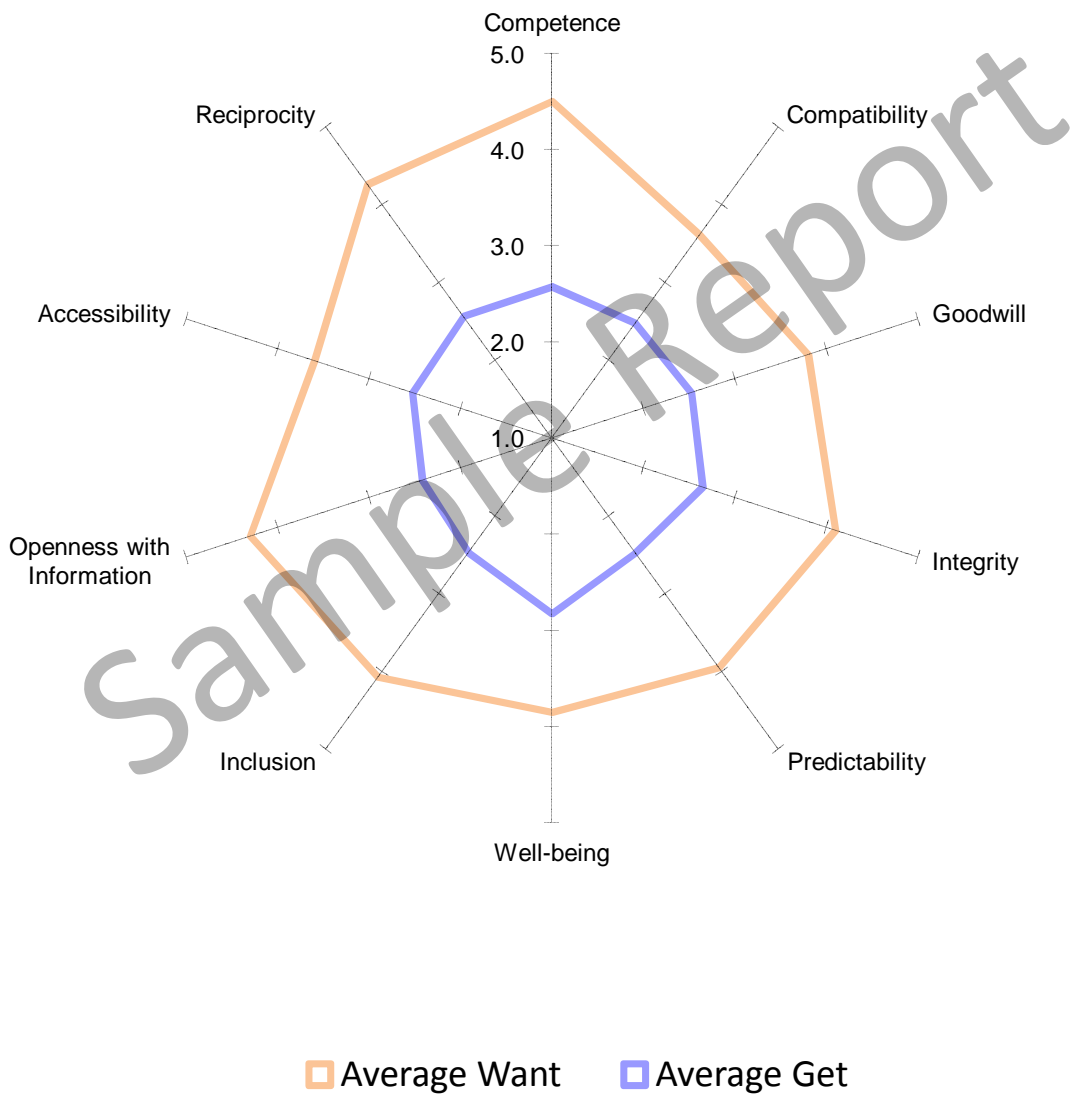
- Trust based on the fact that other team members share their true feelings and I can relate to them at a personal level.



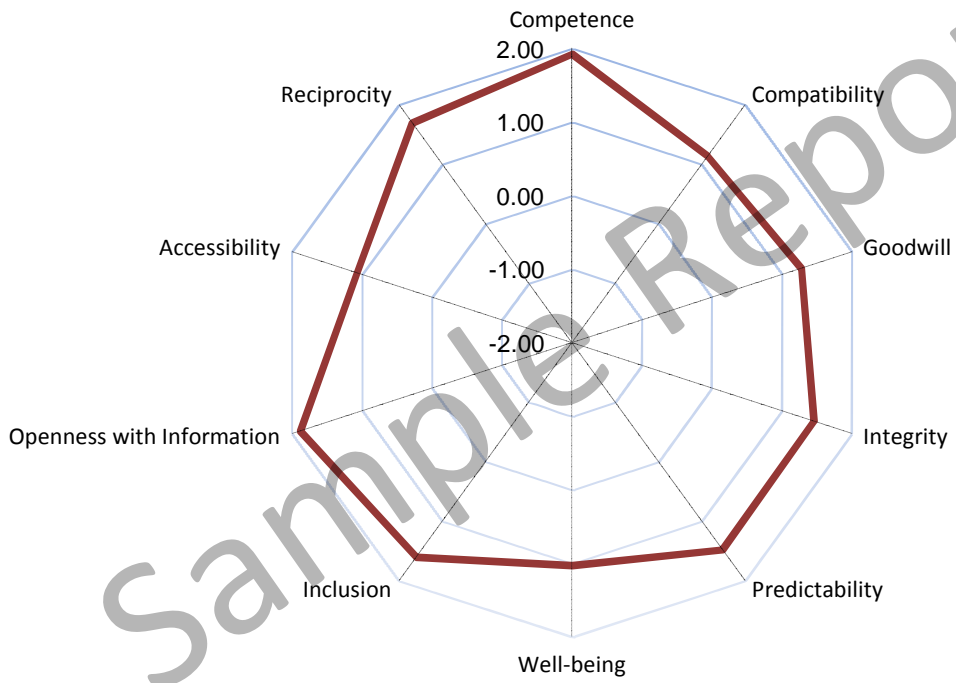
Reciprocity

- Trust based on the observation that other group members are trusting and co-operative towards me.

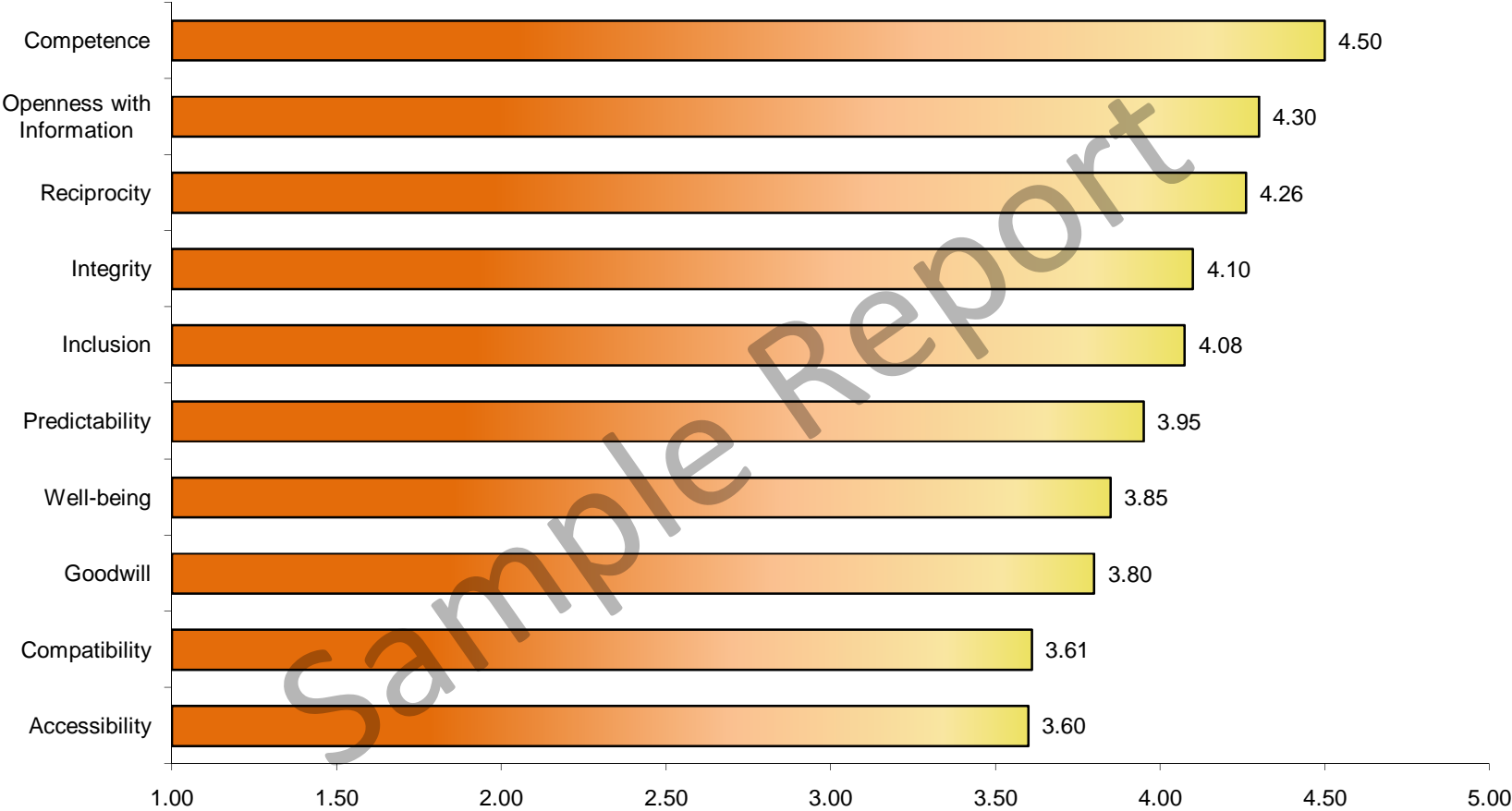
Trust Criteria (Want and Get)



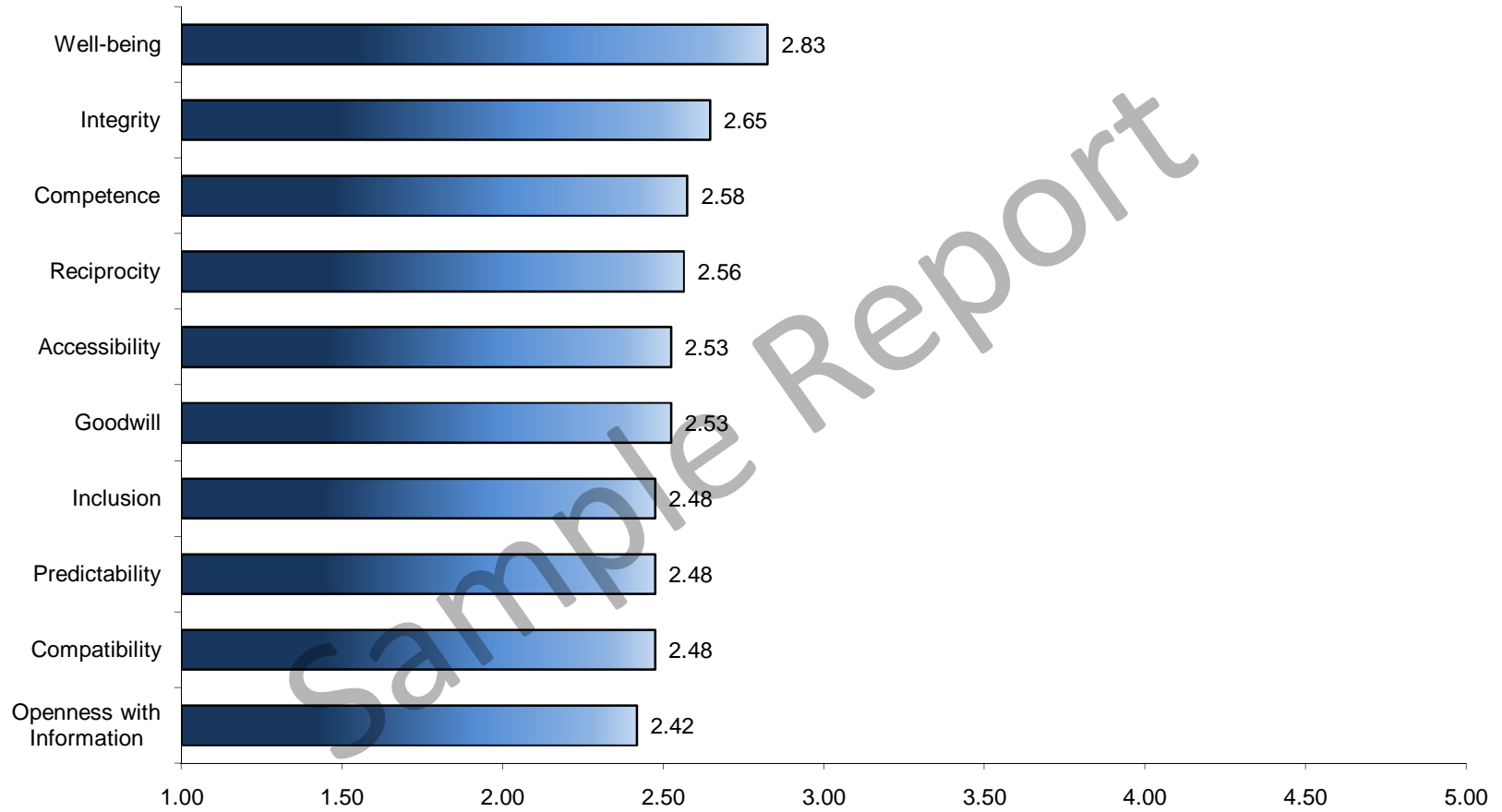
Trust Criteria (Gap)



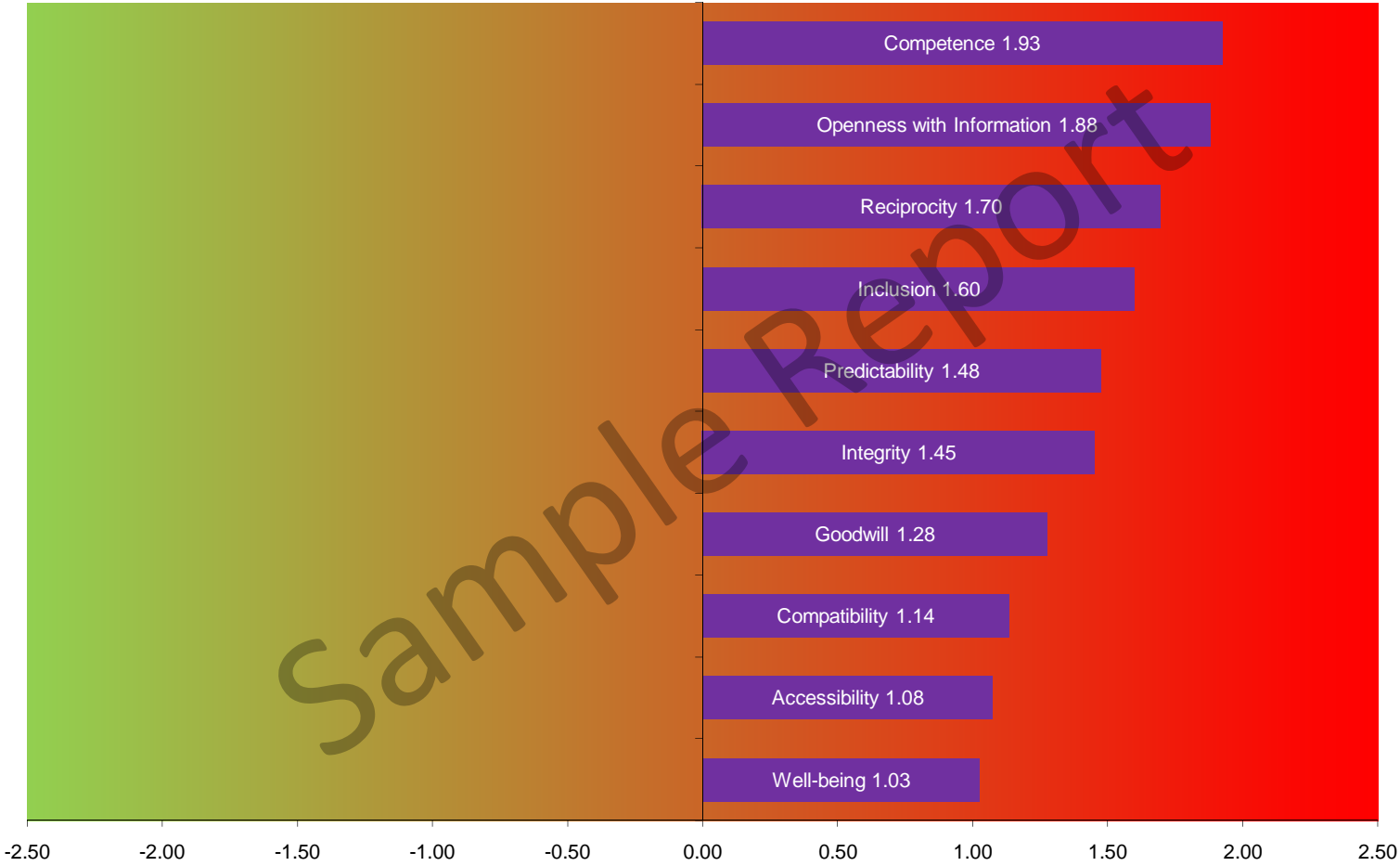
Ranked Trust Criteria ('Want')



Ranked Trust Criteria 'Get'



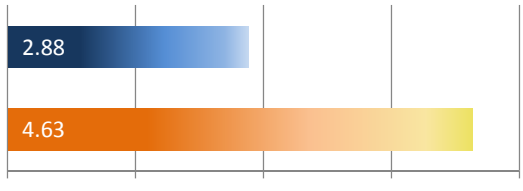
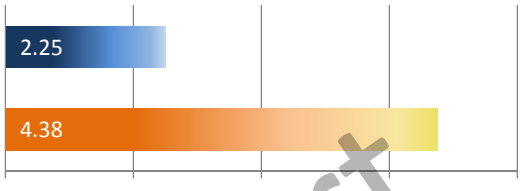
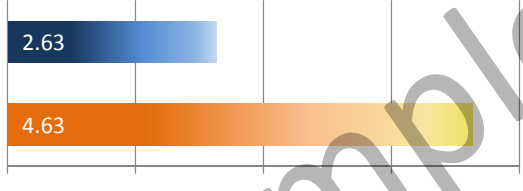
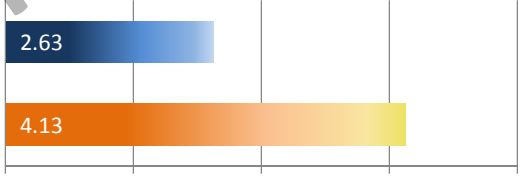
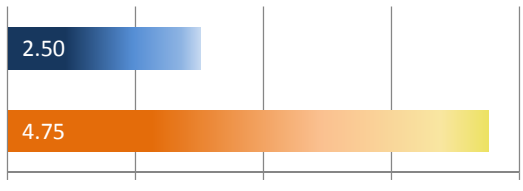
Ranked Trust Criteria 'Gap' ('Want' - 'Get')



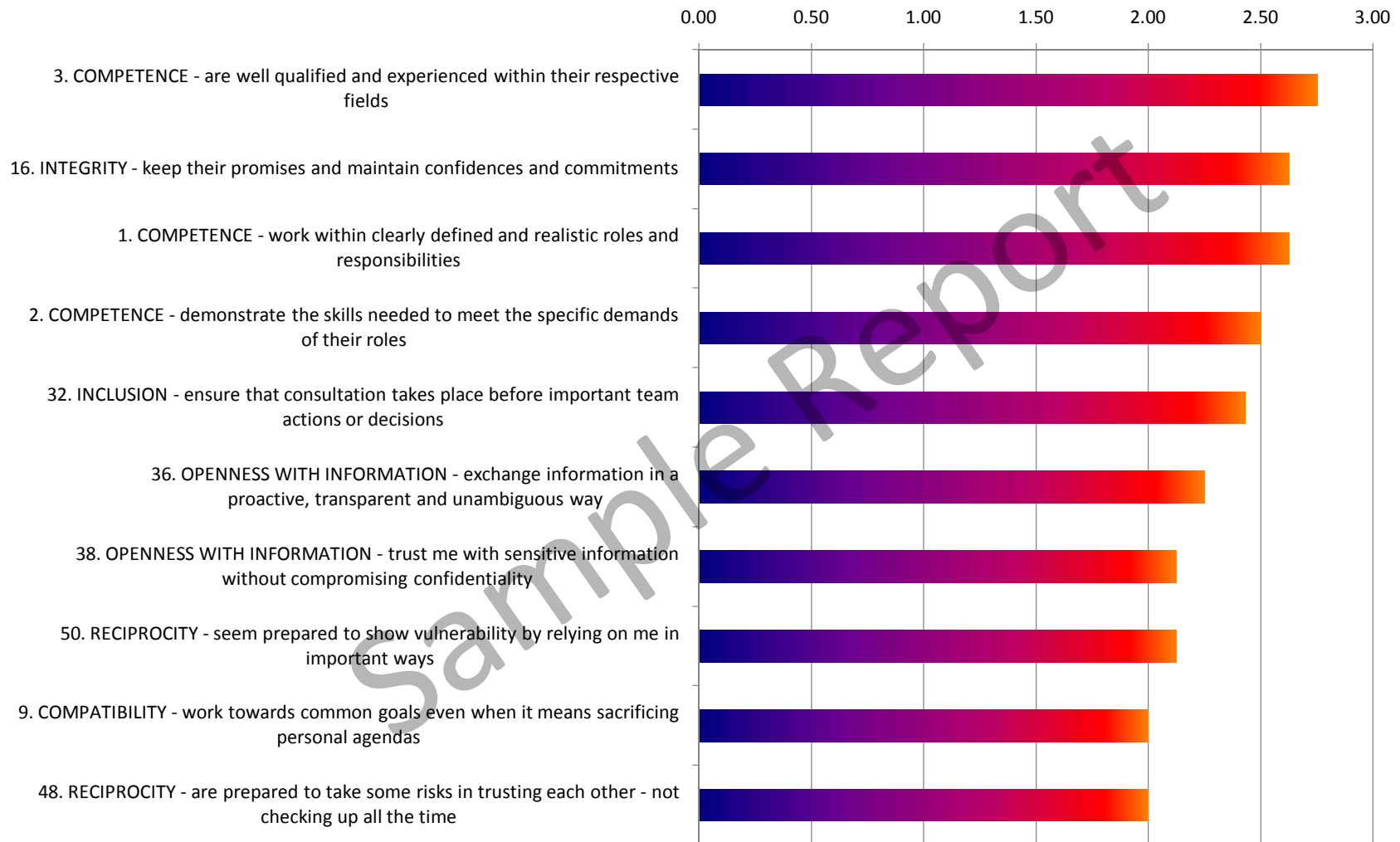
Competence

Trust based on a perception that team members are competent, and so will not let me down.

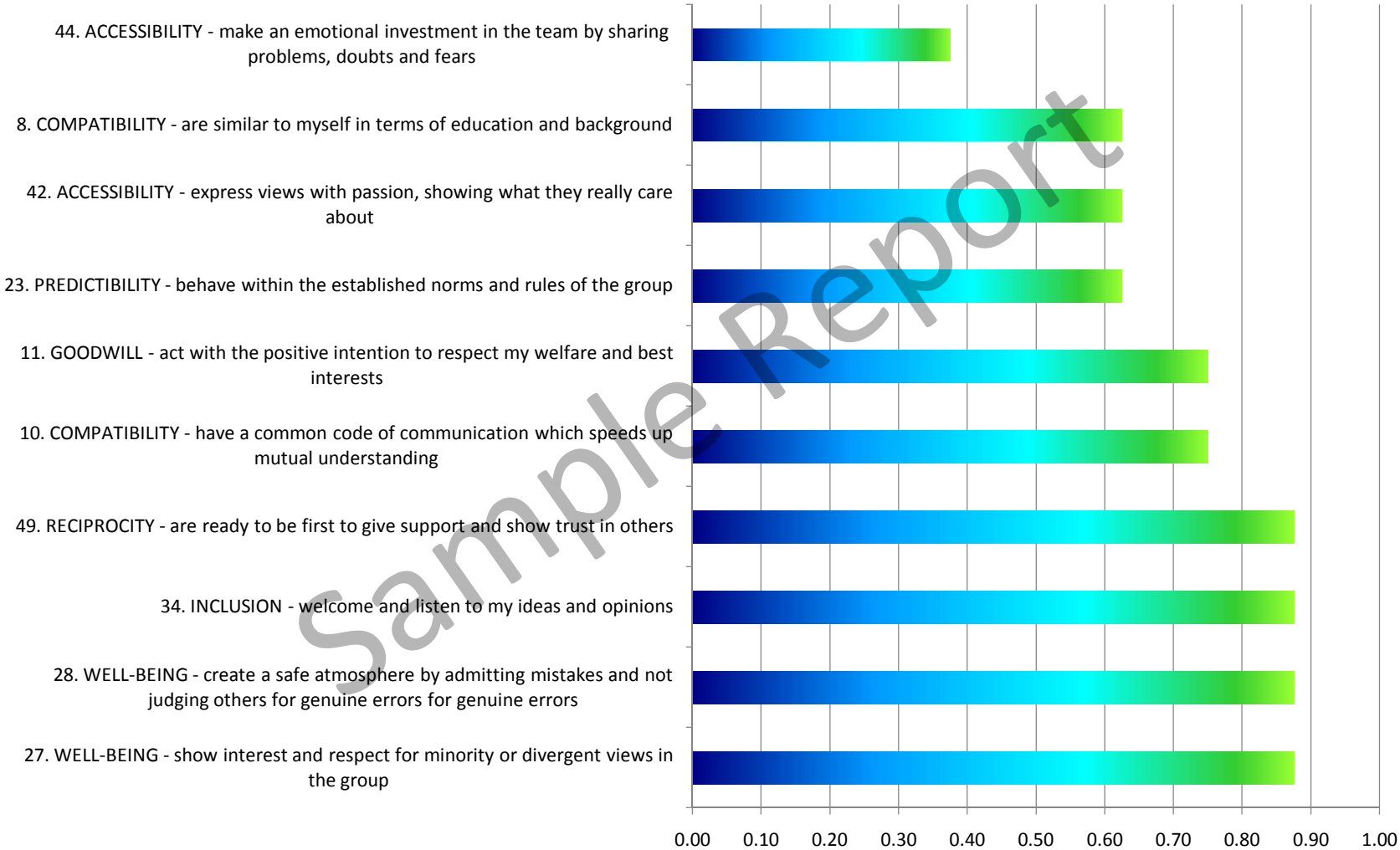
On this page are graphs showing the mean 'Want' and 'Get' scores for the team, together with the respective standard deviations, for each individual question relating to the above trust criteria.

<p>1. work within clearly defined and realistic roles and responsibilities</p>  <p>1 2 3 4 5</p> <p>Mean (Want) Mean (Get)</p>	<p>4. can be relied on to contribute to a high technical standard</p>  <p>1 2 3 4 5</p> <p>Mean (Want) Mean (Get)</p>				
Gap = 1.75	SD (Want)= 0.52	SD (Get)= 0.64	Gap = 2.13	SD (Want)= 0.74	SD (Get)= 1.04
<p>2. demonstrate the skills needed to meet the specific demands of their roles</p>  <p>1 2 3 4 5</p> <p>Mean (Want) Mean (Get)</p>	<p>5. bring a strong reputation for high performance and results</p>  <p>1 2 3 4 5</p> <p>Mean (Want) Mean (Get)</p>				
Gap = 2.00	SD (Want)= 0.74	SD (Get)= 0.74	Gap = 1.50	SD (Want)= 0.64	SD (Get)= 0.92
<p>3. are well qualified and experienced within their respective fields</p>  <p>1 2 3 4 5</p> <p>Mean (Want) Mean (Get)</p>	<p>Notes</p>				
Gap = 2.25	SD (Want)= 0.46	SD (Get)= 0.76			

Highest Gaps



Lowest Gaps



Benchmarking Scores

	Want Scores	
	This Team	All Other Teams
Competence	4.50	4.16
Compatibility	3.61	3.39
Goodwill	3.80	3.60
Integrity	4.10	4.11
Predictability	3.95	3.94
Well-being	3.85	3.73
Inclusion	4.08	3.58
Openness with Information	4.30	4.12
Accessibility	3.60	3.02
Reciprocity	4.26	3.86
	Get Scores	
	This Team	All Other Teams
Competence	2.58	3.67
Compatibility	2.48	3.19
Goodwill	2.53	3.30
Integrity	2.65	3.44
Predictability	2.48	3.47
Well-being	2.83	3.40
Inclusion	2.48	3.29
Openness with Information	2.42	3.35
Accessibility	2.53	2.99
Reciprocity	2.56	3.43
	Gap Scores	
	This Team	All Other Teams
Competence	1.93	0.49
Compatibility	1.14	0.20
Goodwill	1.28	0.30
Integrity	1.45	0.67
Predictability	1.48	0.47
Well-being	1.03	0.33
Inclusion	1.60	0.29
Openness with Information	1.88	0.77
Accessibility	1.08	0.03
Reciprocity	1.70	0.43

What are the three major factors that block the development of trust within the team?

What three things could be done to further develop trust within the team?

<p>Silo-behavior from key functional representatives.</p> <p>Lack of agreement / interpretation of common goals and operating norms.</p> <p>Behavior that can seem erratic and emotional which limits our ability to discuss the facts in an unemotional / depersonalized</p>	<p>* regular away days</p> <p>* more fun!</p> <p>*closer personal ocnacts</p>
<p>1) Lack of experience working with one another</p> <p>2) Not being locating in the same place</p> <p>3) Not everyone is always in the loop regarding discussions and decisions</p>	<p>clarity in roles and accountability</p> <p>transparency</p> <p>genuine inclusion</p>
<p>poor communication</p> <p>shift their responsibilities</p> <p>misunderstanding which is caused by languages</p>	<p>1. joint projects with common goals</p> <p>2. clear tasks</p> <p>3. openness to change</p>
<p>Lack of candid feedback</p> <p>Undermining functional lines of reporting</p> <p>Inflexibility</p>	<p>Give program leaders and HL staff are TRUE voice in who is hired in new G/F positions, including rejecting all candidates if none is suitable; allowing program leaders/subject matter experts to manage their own staffs; reducing A LOT the excessive amount</p>
<p>Lack of shared reality</p> <p>Uneven risk tolerance</p> <p>Inability to compromise</p>	<p>Have TLCS co-coach more to build professional/personal trust and support</p> <p>Stop doing anonymous feedback forms on facilitators for FTL as it causes suffering without ability to follow up on comments - useless judgments</p> <p>Give serious truthful feedback to or</p>
<p>no common goals</p> <p>intolerance to a different view.</p> <p>trust each other</p>	<p>More consultation</p> <p>slow down some change</p> <p>get to know each other as people more</p>
<p>lack of understanding, lack of experience, assumptions</p>	<p>Managers really listen to what is being said and make sure they've understood by trying not to be on the defensive.</p> <p>Better forms of communication are needed - not just email and announcements. Decision making should be shared with those who are relevan</p>
<p>hide information, lie, too tight schedule</p>	<p>Clear Communication</p> <p>Support</p> <p>Commitment</p>
<p>Making decisions outside the group that impacts the project</p>	<p>improved interpersonal skills</p>
<p>Meetings sometimes disorganized or rushed</p> <p>Accuracy of information being sent out</p> <p>When questions are asked multiple times, there is an issue that needs address (mostly lack of understanding/could be language barrier)</p>	<p>1. The Leadership Team needs to model trusting staff.They do not trust staff and staff pick up on this.They should engage staff more, give feedback and corrections where appropriate (privately usually)and appreciate all the efforts of staff. Small apprec</p>
<p>Lack of a strong leader, private agendas</p>	<p>NA</p>
<p>1. Unresponsive to email requests</p>	<p>Be open</p> <p>Be tolerant</p> <p>Be helpful</p> <p>Non-judgemental</p>
<p>Decisions are made unilaterally by a single function who suppress other points of view through the use of misrepresentation and aggressive or dismissive behavior.</p>	<p>1. Stop the bad mouthing, couple of "bad" apples that only see the negative. 2. Develop the team to see ALL on separate groups. 3. Promote volunteer to help out on programs, and share best practices, and also difficulties/problems.</p>
<p>1. Understanding of departmental processes</p> <p>2. Less face to face contact</p> <p>3. In efficient use of meetings</p>	<p>1. Training</p> <p>2. Remove those who still no wnat to work together.</p> <p>3. Remove fear of superios</p>