

## What is Your Trust Quotient?

To help you think about your effectiveness in trust building, the following characteristics and actions are listed for your consideration. You can assess your own behaviors by measuring the frequency of these behaviors with others in your personal and professional environments. This evaluation is meant only as an indicator for development of trust in your relationships. Recognizing that one can have blind spots and that it is common to think more positively of oneself than others may, ask for feedback from those you care about in your life and work.

**For each characteristic or action grade yourself based on frequency:**

**Sometimes 1**

**Often 2**

**Usually 3**

**Always 4**

\_\_\_ Communicate transparently and collaboratively to ensure the success of others.

\_\_\_ Self-aware of how one impacts others' feelings and work

\_\_\_ Aware of others, showing empathy, vulnerability, and authenticity

\_\_\_ Seek to be mutually beneficial

\_\_\_ Dependable, follow through on commitments

\_\_\_ Demonstrate integrity -- speak honestly and do what they say they will do

\_\_\_ Seek to be fair

\_\_\_ Admit mistakes

\_\_\_ Acknowledge weaknesses

\_\_\_ Ask for help and input

\_\_\_ Acknowledge and embrace other's skills and competencies

\_\_\_ Willingly apologize when wrong or behave inappropriately

\_\_\_ Genuine and authentic with others

\_\_\_ Can share your personal life with others who are close to you

\_\_\_ Share power

\_\_\_ Put the needs of others first

\_\_\_ Help others perform as highly as possible

\_\_\_ Transparent – willing to share openly

\_\_\_ Care about the needs of others

\_\_\_ Develop others

\_\_\_ Use abilities collectively for the entire team/organization

\_\_\_ View every role as vital for accomplishing something bigger than each person

\_\_\_ In difficult relationships, seek wise counsel from those you trust

\_\_\_ In broken relationships, seek wise counsel/coaching to resolve and reconcile

\_\_\_ When having disagreements, seek to resolve fairly and quickly

\_\_\_ **Sub Total Score**

For the following characteristics or actions, consider how others would rate frequency for you and indicate a negative score (note that negative behaviors significantly undermine trust):

Never 0   Sometimes -3   Often -4   Usually -5   Always -6

- \_\_\_ Engage in compromising character traits such as lying and undermining others for self-gain
- \_\_\_ Withhold or misrepresent information important to another
- \_\_\_ Lack transparency in communications so others are unsure of the meaning
- \_\_\_ Collaborate with an emphasis on getting one's own way
- \_\_\_ Show favoritism or not hold people accountable fairly
- \_\_\_ Lack empathy or use empathy to manipulate or control others
- \_\_\_ Appear superior and without fault
- \_\_\_ Act in a way that benefits oneself over others
- \_\_\_ Unreliable, seeking advantage
- \_\_\_ When others counter your goals, you deny and cast blame on others
- \_\_\_ Manipulate perceptions to achieve your objectives
- \_\_\_ Control Information including deception or distortion
- \_\_\_ Discredit dissenters or those who hold a different opinion
- \_\_\_ Discourage access to or communication with others
- \_\_\_ Manipulating information to confuse or deny
- \_\_\_ Control information at the leadership level; leaders decide who needs to know what and when.
- \_\_\_ Withhold forgiveness and shun or avoid those who disagree
- \_\_\_ Differentiate insiders vs outsiders creating a us/them mentality
- \_\_\_ Engage in denial, rationalization, justification rather than considering merits of other opinions
- \_\_\_ Retreat as a leader creating a sense of isolation from others on the team/organization
- \_\_\_ Devalue others, manipulating emotions and sense of worth
- \_\_\_ Reject rational analysis, critical thinking, and constructive criticism
- \_\_\_ Suppress, dodge, or ignore criticism
- \_\_\_ Make others feel that problems are always their fault, never yours
- \_\_\_ Instill fear in others of contributing to conflict or divisiveness when thinking independently or challenging others
- \_\_\_ Unwilling to listen to wise counsel, or refuse coaching when needed to improve/develop
- \_\_\_ Speak negatively about others to elevate oneself or denigrate others

**Sub Total score** \_\_\_\_\_ and subtract from Section one scores for your **Total** \_\_\_\_\_

**Total Score for Indicator of Trust Quotient**

**0 – 40** Development important for Trustworthiness and to not be a trust buster

**41–60** You are on your way to being a trust builder

**61 – 80** You are a veteran trust builder – press on for greater impact

**81 – 100** You are an amazing Trust builder – help others become trust builders