

### Trusted Leader Self-Assessment

A diagnostic tool to assess a leader’s ability to build, maintain and restore trust.

Trust is a hidden variable that remains out of conscious awareness until you look for it. Leaders who are considered trustworthy have a concept of what high trust means and work diligently every day to build trust into all of their relationships. Using the score system below, rate how frequently you undertake each of the following behaviours:

**0 - Never, 1 - Less than 25% of the time, 2 - Around 25-50% of the time, 3 - Around 50- 75% of the time, 4 - Around 77-85% of time, 5 - Over 85% of the time**

Help others reach their career goals.	
Freely share information with everyone.	
Ask questions about others (outside of work).	
<b>Subtotal A</b>	

Do what you said you would do.	
Deliver your commitments on time.	
Explain the reasoning behind your behaviour.	
<b>Subtotal B</b>	

Share the reason behind a decision (the why).	
Request feedback and invite questions.	
Raise issues of trust directly with colleagues/client.	
Apologise for letting a colleague/client down.	
Renegotiate delivery dates if delays are unavoidable.	
<b>Subtotal C</b>	

Share risk across the team, not with individuals.	
Spend extra time helping the risk adverse understand risk to raise comfort their levels.	
Lower your expectations where trust is low.	
<b>Subtotal D</b>	

Create an "all-together focus" through shared purpose & values.	
Avoid competing with other business unit leaders.	
Discover where you share common ground with others.	
<b>Subtotal E</b>	

Address productivity issues with your colleagues/clients.	
Review your own behaviours.	
Acknowledge your lack of knowledge about a topic.	
<b>Subtotal F</b>	

Support your colleagues/clients in public	
Helps others make connections in other departments	
Provide new starters with buddy/mentor to understand the organisation	
<b>Subtotal G</b>	

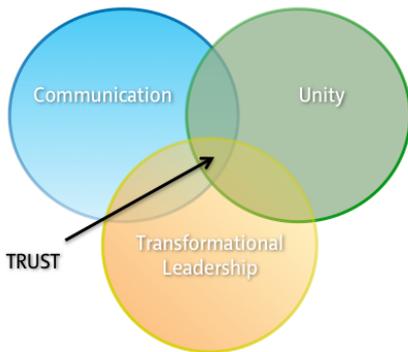
Align people with the strategy and vision	
Reward those who "do the right thing" for the company and penalise those who do not (without inducing fear)	
Take others' interests into account and find a win for them where possible.	
<b>Subtotal H</b>	
<b>Add up your subtotals to calculate your Grand Total.</b>	

## Your Results - What it All Means

### High-Trust Leader

Score 110+

Congratulations! Your score represents a high trust leader. People know they can relax around you and be themselves. When you score at this level, your skill in connecting people together acts as a performance multiplier. Execution is easier, as your people are focused on work rather than animosity. They know that they can trust you to do the right thing for them and the company. Other benefits include higher profits and more revenue, due to less customer and employee churn. Trust can be lost quickly, so it's important that you discover where you excel at trust and where you are deficient, so that you keep the momentum going.



### Trust Mid-Level

Score: 51 - 110

You're okay, but you can do better. People often feel that they can't talk to you about certain issues. Your score indicates a need to more comprehensively understand trust and to be more intentional about exhibiting trust behaviours. You'll find that teams and units are not collaborating efficiently; communication is often misconstrued resulting in misunderstandings that slow down execution. You've probably got a couple of direct reports that you don't trust and who don't trust you resulting in performance issues. Increasing your ability to build trust will ensure your teams are more productive, deals move faster and people perform better due to improved workplace relationships. More importantly, work becomes more enjoyable, and easier, for all.

### Trust Laggards

Score: <50

Wow! You've got some work to do. People around you avoid opening up about issues for fear of how you will react. Low trust leadership is common in organisations that have recently been part of a merger, been lead by an untrustworthy CEO/executive that might have tarnished the brand or are in an environment that's going through extensive and difficult changes. It's also common in leaders that are low in trust to begin with. At this level, you're probably operating in a political environment with hidden agendas, guarded communication, intense micromanagement and a lot of bureaucracy. Even with the best strategy and plans to execute, you will hit challenges with executing swiftly. You'll find most employees are in fear mode and resistant to change. The good news is that just by attempting this self-assessment you are ready to review your behaviours and look to how you can build and restore trust. Focusing on improving trust levels at both an organisational and leadership level will really start to improve collaboration, decision-making and engagement. Organisations that regularly win distinction as being the best places to work have great leadership, a trusting work environment and strong performance.

If you're working on a mission critical project or in an unpredictable and high stakes environment, where individuals and teams aren't pulling together, contact Marie-Claire Ross on 03 9696 4400 or email [mc@corporateculturecreator.com](mailto:mc@corporateculturecreator.com).