

Organizational Trust Assessment

Individual Activity: What's the Level of Trust in My Organization?

Instructions: For each statement, circle the number that best reflects how well it describes your organization. Use the following scale: *1 = doesn't describe it at all*, *2 = describes it to a small extent*, *3 = describes it to a moderate extent*, and *4 = describes it very well*. Then add the numbers assigned to each statement to find your total score.

Statement	Rating
1. Policies, procedures, and systems are in alignment with the organization's vision, mission, and values.	1 2 3 4
2. Internal and external communications are transparent and clear.	1 2 3 4
3. Management is quick to respond to employees' and customers' ideas, concerns, and issues.	1 2 3 4
4. Management cares about the employees.	1 2 3 4
5. Employees feel able to collaborate, innovate, and take risks.	1 2 3 4
6. Employees and teams meet their goals efficiently and productively.	1 2 3 4
7. The organization is able to attract and retain the best employees.	1 2 3 4
8. The organization has a good reputation in the industry.	1 2 3 4
9. Management respects employees	1 2 3 4
10. There is little or no unnecessary bureaucracy and redundancy in the organization.	1 2 3 4

TOTAL _____

Turn to the next page to see how the level of trust in your organization measures up and answer the follow-up questions.

Organizational Trust Assessment

10 – 15: The level of trust in the organization is very low.

16 – 20: The level of trust is somewhat low.

21 – 25: The level of trust is not bad, but there is still room for improvement.

26 – 30: The level of trust is good.

31 – 35: The level of trust in my organization is very high, but it could still be improved.

36 – 40: The level of trust in my organization is very high, but it can always be even better.

Which statements described your organization the best (ratings of 3 and 4)? These are its strengths. Pick one of these strengths and elaborate on how it has helped or is helping your organization be successful.

Based on the results of this assessment, what is a specific trust-related issue that your organization needs to address?

Trust Self-Assessment

Individual Activity: How Trustworthy Am I?

Instructions: For each statement, circle the number that best reflects how well it describes you. Use the following scale: 1 = *doesn't describe me at all*, 2 = *describes me to a small extent*, 3 = *describes me to a moderate extent*, and 4 = *describes me very well*. Then add the numbers assigned to each statement to find your total score.

Statement	Rating
1. My actions are consistent with my words—I am reliable and do what I say I will do.	1 2 3 4
2. I tell the truth—I do not lie or cheat.	1 2 3 4
3. I behave in accordance with my values, even when it is difficult.	1 2 3 4
4. I am willing to trust others unless they prove themselves untrustworthy.	1 2 3 4
5. I am accountable for my actions, acknowledge my mistakes, and do not blame others if things go wrong.	1 2 3 4
6. I am willing to be open—to share my feelings, ideas, and information.	1 2 3 4
7. I give credit where credit is due—I do not take credit for other people's ideas.	1 2 3 4
8. I keep confidential information private and do not gossip or spread rumors.	1 2 3 4
9. I am competent at what I do—I have the knowledge and skills to carry out my responsibilities.	1 2 3 4
10. I respect differences in backgrounds, perspectives, and cultures.	1 2 3 4

TOTAL _____

Turn to the next page to see how your trustworthiness measures up and answer the follow-up questions.

Trust Self-Assessment

10 – 15: Your trustworthiness needs significant improvement.

16 – 20: Your trustworthiness could use some improvement.

21 – 25: Your trustworthiness is pretty good, but you still have room for improvement.

26 – 30: You are on your way to becoming trustworthy, but there are some skills you need to work on.

31 – 35: Your trustworthiness is very good, but you could still improve.

36 – 40: You are very trustworthy! You can use what you learn in this course to become even better.

Which statements described you the best (ratings of 3 and 4)? These are your strengths. Pick one of these strengths and elaborate on how it has helped you or is helping you to be successful.

Based on the results of this assessment, what is a specific trust-related issue that you need to address?