

Trust Behaviors Organization-Assessment

adapted from The Speed of Trust,
Stephen M.R. Covey

Select an organization in which you can make changes to increase trust.

Organization:

For each behavior, circle the number that best describes your organization. 1 = we struggle to demonstrate this behavior, 3 = we sometimes demonstrate this behavior, 5 = we nearly always demonstrate this behavior; For ratings below "3," list the symbols, systems, or structures that discourage trust behaviors.

Part 1: Character

Talk Straight	< 1 - 2 - 3 - 4 - 5 >	
Demonstrate Respect	< 1 - 2 - 3 - 4 - 5 >	
Create Transparency	< 1 - 2 - 3 - 4 - 5 >	
Right Wrongs	< 1 - 2 - 3 - 4 - 5 >	
Show Loyalty	< 1 - 2 - 3 - 4 - 5 >	

Part 2: Competence

Deliver Results	< 1 - 2 - 3 - 4 - 5 >	
Get Better	< 1 - 2 - 3 - 4 - 5 >	
Confront Reality	< 1 - 2 - 3 - 4 - 5 >	
Clarify Expectations	< 1 - 2 - 3 - 4 - 5 >	
Practice Accountability	< 1 - 2 - 3 - 4 - 5 >	

Part 3: Both

Listen First	< 1 - 2 - 3 - 4 - 5 >	
Keep Commitments	< 1 - 2 - 3 - 4 - 5 >	
Extend Trust	< 1 - 2 - 3 - 4 - 5 >	

Create an Organization Trust Action Plan.

Organization Trust Action Plan

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Organization:

Instructions:

Step 1	From the Trust Behaviors Self-Assessment, select 2 or 3 behaviors that you think will be most helpful in increasing trust in this organization.
Step 2	For each behavior, list 1 or 2 systems, structures, or symbols you will improve to move those behaviors into the sweet spot.
Step 3	Mark your progress in honoring your commitment to those improvements.

Behaviors to Improve	Systems, Structures, or Symbols We Plan to Improve to Generate Trust Behaviors	Progress
	1. 2.	
	1. 2.	
	1. 2.	