

# Trust Balance Sheet

Use this Balance Sheet to calculate your team's net capability to work together in ways that build trust. Assign a value to each of the actions that build or bust trust in your team. Then, list any additional actions, and assign them a value as well. Share the results with a partner or with your whole team.

Rating Scale: 1-----2-----3-----4-----5  
Never Rarely Sometimes Often Always

## I. Trust Builders:

Value

- We provide constructive feedback in real time. .... + \_\_\_\_\_
- People demonstrate respect for each other – even when things go wrong.. .... + \_\_\_\_\_
- We tell each other the truth in a straight-forward way. .... + \_\_\_\_\_
- We listen generously to each other. .... + \_\_\_\_\_
- We inquire into each other's point of view to improve our understanding of a situation. .... + \_\_\_\_\_
- People take 100% responsibility for actions, choices and decisions. .... + \_\_\_\_\_
- We clarify our expectations in advance. .... + \_\_\_\_\_
- We give each other the opportunity to prove we are trustworthy. .... + \_\_\_\_\_
- \_\_\_\_\_ .... + \_\_\_\_\_
- \_\_\_\_\_ .... + \_\_\_\_\_

**Total Trust Builder Value** ..... + \_\_\_\_\_

## II. Trust Busters:

Value

- We avoid conflict and/or difficult topics and conversations. .... - \_\_\_\_\_
- When things go wrong, we argue about "what happened" and assign blame. .... - \_\_\_\_\_
- People's ideas are shot down before they have a chance to explain themselves fully. . - \_\_\_\_\_
- People are afraid of retribution, and avoid taking risks or voicing grievances. .... - \_\_\_\_\_
- We don't make an effort to understand each other's point of view. .... - \_\_\_\_\_
- We tell each other how things should be done, instead of allowing enough freedom for people to find their own way. .... - \_\_\_\_\_
- People do not "walk their talk" (words often don't match actions). .... - \_\_\_\_\_
- Rumors tend to circulate about things that are going on behind the scenes. .... - \_\_\_\_\_
- We complain about people in private, but avoid confronting issues head on. .... - \_\_\_\_\_
- \_\_\_\_\_ .... - \_\_\_\_\_
- \_\_\_\_\_ .... - \_\_\_\_\_

**Total Trust Buster Value** ..... - \_\_\_\_\_

**Net capability for building team trust** ..... \_\_\_\_\_

## Increasing Trust Among the Group

In the space on the left below, write down some of the things that currently erode trust within your group. What might need to be said, done, or shared to transform these into opportunities to build trust?

Trust-Busters	Trust-Builders
① ..... ..... ..... ..... ..... ..... ..... ..... ..... .....	..... ..... ..... ..... ..... ..... ..... ..... ..... .....
➡	
② ..... ..... ..... ..... ..... ..... ..... ..... ..... .....	..... ..... ..... ..... ..... ..... ..... ..... ..... .....
➡	
③ ..... ..... ..... ..... ..... ..... ..... ..... ..... .....	..... ..... ..... ..... ..... ..... ..... ..... ..... .....
➡	