LEADERSHIP AND CIVIC ENGAGEMENT

Perceptions of Trust Assessment

OVERVIEW

This assessment can be used individually or with a team to help understand levels of trust. Grounded in research about the impacts of trust (or lack thereof), the questions align with Reina and Reina’s three types of trust to provide additional insight about what kind of trust may need attention in building. In addition, it adds the fourth component of caring. Although not a scientifically validated tool, the value of this assessment is in its ability to help diagnose areas where trust is perceived to be low.

THE PERCEPTIONS OF TRUST DIAGNOSTIC ASSESSMENT

To get a sense of trust levels, focus on a specific relationship or group you interact with for the entire assessment. Answer each question as honestly as possible using the following scale: 5 = almost always; 3 = sometimes; 1 = hardly ever.

<table>
<thead>
<tr>
<th>Contractual Trust</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. How often are promises kept or discussed if they cannot be kept?</td>
<td></td>
</tr>
<tr>
<td>2. How often are clear expectations shared?</td>
<td></td>
</tr>
<tr>
<td>3. How often do people act in the same general interest, absent of hidden agendas?</td>
<td></td>
</tr>
<tr>
<td>4. How often are you confident you can depend on someone to help you?</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communication Trust</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. How often is information that is essential to working together shared?</td>
<td></td>
</tr>
<tr>
<td>6. How often do people speak honestly and openly, even when conflict is present?</td>
<td></td>
</tr>
<tr>
<td>7. How often do people refrain from gossiping?</td>
<td></td>
</tr>
<tr>
<td>8. How often do people make eye-contact or conversation when not needing to interact?</td>
<td></td>
</tr>
</tbody>
</table>

(Assessment continued on next page)
### Competence Trust

9. How often will someone admit when they have made a mistake? 

10. How often are people helping each other learn or develop their skills? 

11. How often is praise being given for other's skills, talents, and abilities? 

12. How often are decisions made collaboratively? 

### Caring Trust

13. How often are you confident others have your best interests at heart? 

14. How often is pain or grief acknowledged in the community? 

15. How often do people make time for relationships beyond the work? 

16. How often do people put community interests ahead of personal interests? 

### SCORING

\[
\text{Contractual} + \text{Communication} + \text{Competence} + \text{Caring} = \text{Overall Total}
\]

The highest possible overall score is eighty. In any subcategory, the highest score is twenty. The lowest is 4. The higher your score, the greater your perception of the outcomes related to trusting behavior.

**What your overall total means:**

**56 to 80:** You frequently experience trusting behaviors, suggesting a trusting relationship. Still, if one subcategory scores a lower total, consider strategies specific to that area. Unless you scored a 80, there are ways to improve.

**26 to 55:** You sometimes experience trusting behaviors, suggesting steps could be taken to build more consistency.

**25 or lower:** You rarely experience trusting behaviors, perhaps as the result of broken or betrayed trust, suggesting that significant thought about what actions can be taken to build or rebuild trust is needed.

**Next steps:**

For each type of trust, compare the subcategory scores to get a sense of which kind of trusting behaviors are most common. Continue to practice behaviors that build trust in areas where trust is strong while identifying actions to build trust in weaker areas going forward.
REFERENCE


CREDITS

This handout is part of a curriculum adapted by Eriks Dunens and Dawn Newman from Reina & Reina’s *The Reina Organizational Trust Quiz* (2007) and Twibell & Townsend’s *Rating your relational trust level* assessment (2011).