



Leading with Trust: Team Tune-Up

By leadingwithtrust.com

If you're like millions of other people, you've been working remotely part or full-time since the beginning of the COVID-19 pandemic. Literally overnight, teams were challenged with finding new ways to communicate and collaborate, and the bonds of trust those teams had established were put to the test.

High performing teams thrive on trust and research has shown that trust in one's team leader is one of the two primary factors that drive employee engagement. There are four elements of trust that characterize trusting relationships among team members.

Trusting teams are able. They possess the skills, knowledge, and expertise to perform their work. They achieve their goals and demonstrate the ability to make smart decisions and solve problems. Trusting teams are also believable. Team members are honest in their dealings with each other, act in alignment with team and organizational values, and treat each other fairly. A third characteristic of trusting teams is being connected. Team members look out for each other, have each other's best interests in mind, share information readily, and find common ground with each other. Finally, trusting teams are dependable. They keep their commitments, are accountable to each other, and are responsive to the needs of the team and organization.

Whether your team has performed with flying colors during this pandemic, or if they are clearly in need of help, there is no better time than now to do a trust tune-up. Remember the old management saying, “What gets measured gets managed?” Well, it applies to trust, too. The only way to know if your team has high trust is if you measure it. If you don't measure it, you can't manage it.

To help you in this effort, I've included in this post a survey you can use to gauge the level of trust in your team. Have each team member download and complete the survey below. Tally up the scores, identify the lowest scoring element of trust, and then involve your team in creating action plans to strengthen that particular element of trust. Keep your team's level of trust tuned-up so they continue to perform their best.

After you've surveyed your team, please come back and share the results of what you learned and what you're doing about it. The Leading with Trust community will benefit from your experiences!

[Building Trust Team Survey Download](#)