



# TRUST QUOTIENT™

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Report for: Sample Report  
Date

The  
*SPEED* OF TRUST™

## Introduction to Your tQ Report

Welcome to your tQ Report. The purpose of this report is to help you identify strengths to capitalize on and areas to improve as you strive to build trust with others. Your Trust Quotient, or tQ score, is an indicator of the level of trust others have in you.

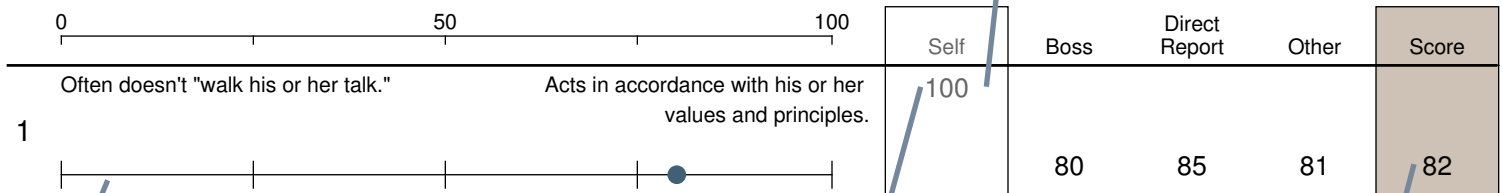
As you review this report, remember—

1. Take a balanced view. Straight feedback is a priceless gift. Don't worry about who gave you what scores. Thank the respondents for giving you feedback.
2. Print this report and bring it with you to *The Speed of Trust* workshop. Your facilitator will help you understand the data and make action plans for improving your tQ.

### How Your tQ Score Is Calculated

Your tQ score is a number on a scale of 0–100, where 100 indicates world-class trust levels. Your tQ score is the average of scores on Questions 1–26 and 28. Each question has the same weight in the score. Questions 27, 29, and 33 call for written responses and are not scored. Questions 30–32 and 34–35 do not affect your personal tQ score because they deal with your organization.

### How to Understand Question Data



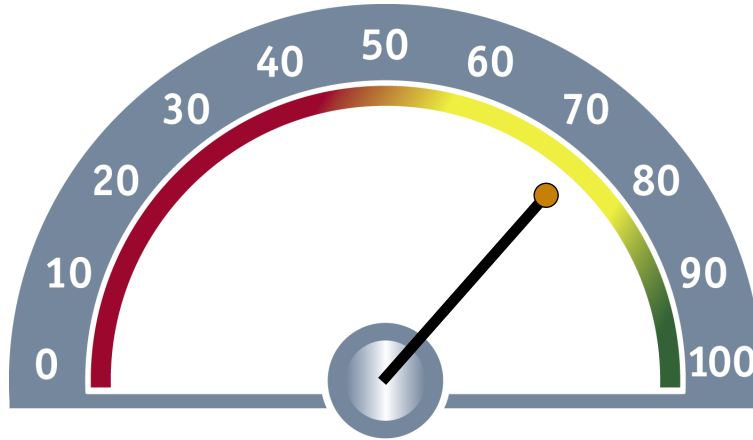
Your tQ2 data will appear when you take the tQ Comparative

The bar shows you quickly where you score on a scale of 0–100.

**Self** is the score you gave yourself. It is not included in the "Average" score.

**Score** is the average of scores you received from your boss, direct reports, and others.

## tQ Summary

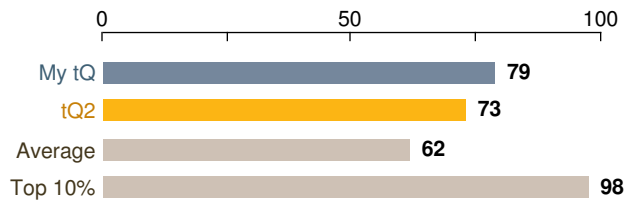


<b>My tQ</b>	<b>tQ2</b>
<b>79</b>	<b>73</b>

### TRUST METER

The Trust Meter is like a car speedometer, and your tQ score is your current “speed” of trust. Red means you need to work urgently on increasing your tQ score; yellow means you have trust issues with some respondents; green means that respondents trust you—but you can always improve your “speed” of trust. The same scale applies to the score of each individual question.

### My tQ Score



	Self		Boss		Direct Report		Other		Score	
Self Trust	62	47	80	40	81	72	82	76	81	70
Relationship Trust	52	51	90	85	78	77	74	74	77	76
<b>Total</b>									<b>79</b>	<b>73</b>

Your tQ score is a number on a scale of 0–100, where 100 indicates world-class trust levels. The “Average” and “Top 10%” scores are for comparison to a statistically representative sample of adult workers from the United States and Canada as determined by the Harris Poll. Your tQ score is an average of your sub-scores in the areas of Self Trust and Relationship Trust (Questions 1–26, 28).

### Organizational and Market Trust Scores

You also received sub-scores in the areas of Organizational Trust and Market Trust (Questions 30–32 and 34–35).

	Self		Score	
Organizational Trust	49	57	49	57
Market Trust	88	88	88	88

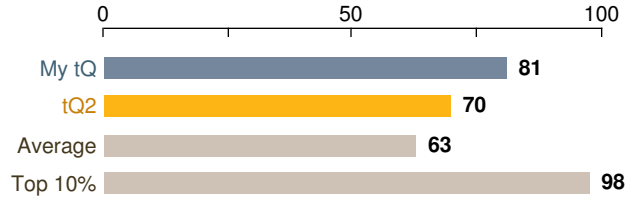
### Who Participated?

	Self		Boss		Direct Report		Other		Total Respondents	
Number of Participants	1	1	1	1	4	4	4	4	10	10

# SELF TRUST

## INTEGRITY

### YOUR "SELF TRUST" SCORE



Sample...

		0	50	100	Self	Boss	Direct Report	Other	Score
1	Often doesn't "walk his or her talk."   Acts in accordance with his or her values and principles.				0   20	80   40	85   65	95   75	89   67
2	Tends to go along with the crowd.   Shows courage and willingness to take a stand.				20   60	60   20	85   70	100   85	89   71
3	Has a hard time acknowledging that someone else may be right.   Is genuinely open to rethinking ideas.				40   20	80   40	80   75	90   80	84   73

## INTENT

Sample...

		0	50	100	Self	Boss	Direct Report	Other	Score
4	Tends to act in his or her own best interest.   Acts in everyone's best interest.				60   40	80   20	85   80	75   70	80   69
5	Pretends to care about people.   Genuinely cares about people.				80   100	100   60	70   85	70   80	73   80
6	Acts as if there is not enough credit or opportunities to go around.   Acts as if there is more than enough credit and opportunities for everyone.				100   20	100   20	85   65	75   60	82   58

## SELF TRUST (continued)

### CAPABILITIES

Sample...

		0  -----  50  -----  100			Self	Boss	Direct Report	Other	Score		
7	Lacks skills important to his or her job.  -----  Is highly competent in his or her job.	40	20	80	40	85	70	80	70	82	67
8	Is unclear about where he or she is headed.  -----  Is confident about where he or she is headed.	60	40	80	40	75	70	65	65	71	64
9	Doesn't seem to know how to build trust with others.  -----  Works to build trust with others.	100	60	80	40	85	80	95	90	89	80

### RESULTS

Sample...

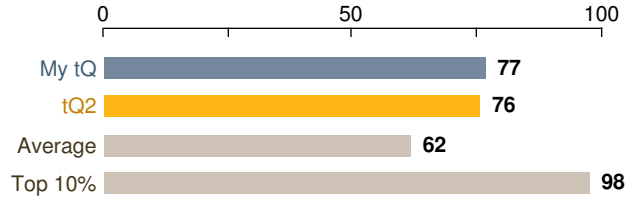
		0  -----  50  -----  100			Self	Boss	Direct Report	Other	Score		
10	Cannot always be counted on.  -----  Is thoroughly reliable.	80	60	60	20	85	85	100	100	89	84
11	Has low expectations.  -----  Expects to succeed.	60	20	80	100	65	45	75	75	71	64
12	Does only what he or she is told to do.  -----  Takes initiative to get things done.	100	100	80	40	85	70	60	60	73	62

### "SELF TRUST" SCORES

62 47 80 40 81 72 82 76 81 70

# RELATIONSHIP TRUST

## YOUR "RELATIONSHIP TRUST" SCORE



Sample...

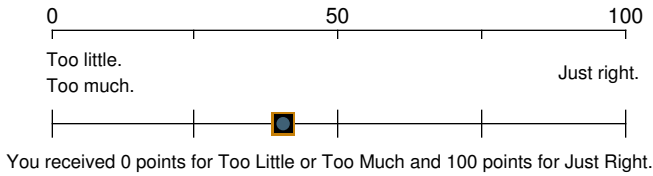
		Self	Boss	Direct Report	Other	Score
13	Withholds or "spins" the truth.   Always tells the straight story.	100   40	60   50	85   75	50   50	66   60
14	Shows more respect to those who can be helpful to him or her.   Treats everyone with respect.	80   60	80   40	95   90	65   65	80   73
15	Seems to have "hidden agendas" (questionable motives).   Is thoroughly open about his or her intentions.	60   20	80   60	85   85	75   75	80   78
16	Often covers up mistakes.   Openly acknowledges mistakes and takes responsibility.	40   40	20   20	85   85	65   65	69   69
17	Downplays the contributions of others.   Gives appropriate credit and is loyal to the absent.	20   60	80   80	100   100	90   90	93   93
18	Stays busy, but often fails to deliver results.   Has a track record of delivering expected results.	0   0	80   80	85   85	95   95	89   89
19	Seems satisfied with his or her current abilities.   Constantly works to improve his or her abilities.	100   100	100   100	85   85	85   85	87   87
20	Tends to skirt the real issues.   Confronts reality and takes tough issues "head on."	80   80	80   80	85   85	95   95	89   89
21	Assumes that expectations are clear when they're not.   Consistently discusses and clarifies expectations.	60   60	100   100	60   60	100   100	82   82
22	Tends to blame others when things go wrong.   Always takes responsibility for results, good or bad.	40   40	80   80	85   85	75   75	80   80

# RELATIONSHIP TRUST (continued)

Sample...

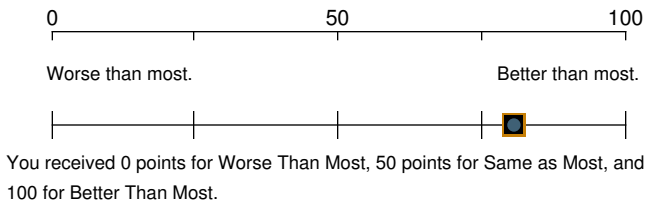
	0	50	100	Self	Boss	Direct Report	Other	Score
23				20   60	-   -	85   85	80   80	83   83
24				40   20	100   100	50   50	60   60	60   60
25				40   80	100   100	85   85	45   45	69   69

26. Overall, Sample tends to trust other people...



Responses	Self	Boss	Direct Report	Other	Total Respondents
Too little.	-   -	-   -	1   1	1   1	2   2
Just right.	1   1	1   1	1   1	2   2	5   5
Too much.	-   -	-   -	2   2	1   1	3   3

28. How does Sample compare to other people you work with in behaving in ways that create trust?

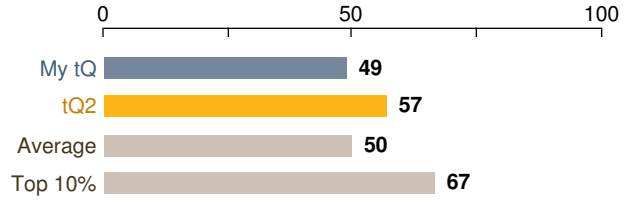


Responses	Self	Boss	Direct Report	Other	Total Respondents
Worse than most.	1   1	-   -	1   1	-   -	2   2
Same as most.	-   -	-   -	-   -	2   2	2   2
Better than most.	-   -	-   -	3   3	2   2	5   5

<b>"RELATIONSHIP TRUST" SCORES</b>				52	51	90	85	78	77	74	74	77	76
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# ORGANIZATIONAL TRUST

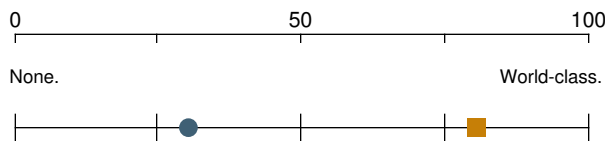
## YOUR "ORGANIZATIONAL TRUST" SCORE



30. Please rate the quality of Sample Organization's systems and processes in the following categories:

	0	50	100	Self
A. Financial (processing, budgeting, invoicing, auditing).				80   20
B. Decision making.				80   60
C. Employee training and development.				60   80
D. Performance management (rewards and recognition, performance reviews, career advancement).				40   20
E. Information systems (computers, networks, tech support).				20   20
F. Innovation (R & D, idea sharing, continuous improvement).				100   40
G. Meeting management.				60   20
<b>Total</b>				<b>63   37</b>

31. Please rate the current trust level of Sample Organization.



You received 0 points for No Trust, 17 for Very Low Trust, 33 for Low Trust, 50 for Some Trust Issues Exist, 66 for Trust Not an Issue, 83 for Visible Asset, and 100 for World-Class.

Responses	Self
No Trust	-   -
Very Low Trust	-   -
Low Trust	1   1
Some Trust Issues Exist	-   -
Trust Is Not an Issue	-   -
Trust Is a Visible Asset	-   -
World-Class Trust	-   -

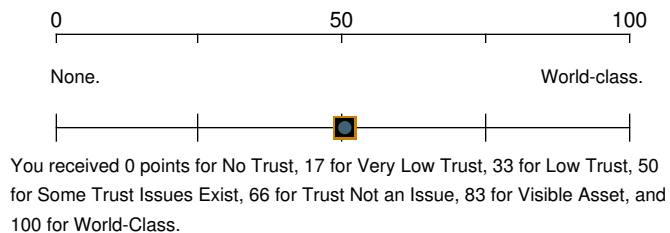
## "ORGANIZATIONAL TRUST" SCORE

49 | 57



## ORGANIZATIONAL TRUST (continued)

32. Please rate the current trust level of your team or workgroup.

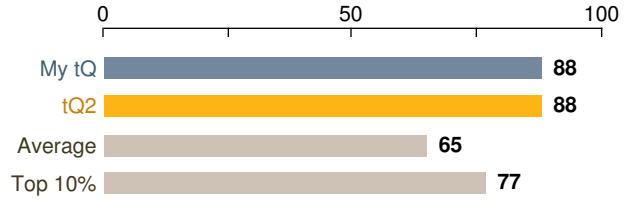


Responses	Self
No Trust	-   -
Very Low Trust	-   -
Low Trust	-   -
Some Trust Issues Exist	1   1
Trust Is Not an Issue	-   -
Trust Is a Visible Asset	-   -
World-Class Trust	-   -

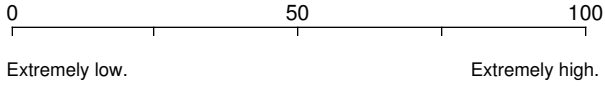
<b>"ORGANIZATIONAL TRUST" SCORE</b>	<b>49   57</b>
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# MARKET TRUST

## YOUR "MARKET TRUST" SCORE



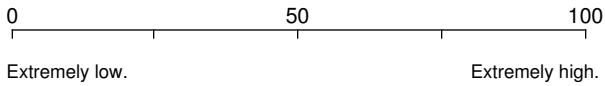
34. Please rate the reputation of Sample Organization.



You received 0 points for Extremely Low, 25 for Low, 50 for Medium, 75 for High, and 100 for Extremely High.

Responses	Self
Extremely Low	-   -
Low	-   -
Medium	-   -
High	1   1
Extremely High	-   -

35. Please rate the reputation of your team or workgroup.



You received 0 points for Extremely Low, 25 for Low, 50 for Medium, 75 for High, and 100 for Extremely High.

Responses	Self
Extremely Low	-   -
Low	-   -
Medium	-   -
High	-   -
Extremely High	1   1

# "MARKET TRUST" SCORE 88 | 88

COMMENTS

## Question 27

*Please explain your answer to Question 26: "Overall, Sample tends to trust other people..."*

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COMMENTS

## Question 29

*What are the three most important actions Sample could take to increase trust with you?*

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COMMENTS

## Question 33

*What two to three things could Sample Organization do to raise your rating?*

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