

Workplace Trust Survey©

“Trust is the glue of life. It’s the most essential ingredient in effective communication. It’s the foundational principle that holds all relationships.” Stephen R. Covey

Research shows high levels of trust within workgroups results in higher productivity, increased engagement, and less stress. So, is there a way to assess the overall level of trust within a workgroup? The answer is yes. In my research I’ve found that these ten statements describe and define an environment where high levels of trust exist.

1. **I feel safe at work.** This statement is the most important as it relates to workplace trust. It’s imperative that people feel safe in the workplace. When people don’t feel safe they cannot function effectively or realize their own individual potential. Having a safe work environment is a key component to building a culture of trust within an organization.
2. **I feel respected at work.** Everyone wants to be respected for who they are and for what they do. When people are treated equally and with respect, it reinforces feelings of individual self-worth and helps build a trusting environment.
3. **I believe my voice is heard.** It’s vitally important that people have the opportunity to share their thoughts, opinions, ideas, and concerns. When people feel their voice is heard it helps build open communication and creates an atmosphere of trust.
4. **We care about each other in my workgroup.** Caring about each other is a fundamental human value. When people demonstrate caring, compassion, and concern for others it helps build trust.
5. **My workplace is “fun.”** When I ask people and teams about their workplace, the most successful teams talk openly about how much fun it is working together. They describe their work environment as “a fun place.” Creating an atmosphere where it’s fun to work helps build trust.
6. **My workgroup operates as a team.** There is abundant research demonstrating how workgroups that function as a team are the most productive. Teamwork encourages participation and also prompts the workgroup to make the effort to excel. Teamwork is a key element in building a high-trust workplace.
7. **Initiative and innovation are encouraged in my workgroup.** Successful workgroups always seek new ideas. The most successful workgroups consistently demonstrate initiative, they innovate, and they continue to “push the envelope” to create new products, systems, and processes. Taking the initiative and promoting new ideas helps create an environment that builds trust.
8. **There is a positive attitude in my workgroup.** Workgroups who maintain a positive attitude accomplish more, are more productive, and are more adept at overcoming obstacles. When there is an overall positive attitude within a

workgroup, everyone has a better sense of purpose and is more willing to make an extra effort to get the job done. This attitude helps create an atmosphere of trust.

9. **My workgroup seeks continuous improvement.** The most successful workgroups strive to develop their skills, learn new skills, and make continuous improvements. Individuals and workgroups who demonstrate the ability to improve help build a culture of trust.
10. **My workgroup delivers results.** The bottom line matters! Demonstrating a capacity to deliver results and to focus on outcomes (rather than activities) is an important component of a highly effective workgroup. When a workgroup delivers results it builds confidence within the organization, which in turn helps build trust.

Using these statements (see the attached Workplace Trust Survey©) you can assess the overall level of trust within a workgroup.

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Research shows high levels of trust within workgroups results in higher productivity, increased engagement, and less stress. This Workplace Trust Survey© is designed to assess the perceived level of trust within your workgroup. The survey is confidential. Only the survey administrator will see individual results. A summary of the survey results will be shared with workgroup participants.

1) I feel safe at work

Never Sometimes Generally Frequently Always

2) I feel respected at work

Never Sometimes Generally Frequently Always

3) I believe that my voice is heard

Never Sometimes Generally Frequently Always

4) We care about each other in my workgroup

Never Sometimes Generally Frequently Always

5) My workplace is “fun”

Never Sometimes Generally Frequently Always

6) My workgroup operates as a “team”

Never Sometimes Generally Frequently Always

7) Initiative and innovation are encouraged in my workgroup

Never Sometimes Generally Frequently Always

8) There is a positive attitude in my workgroup

Never Sometimes Generally Frequently Always

9) My workgroup seeks continuous improvement

Never Sometimes Generally Frequently Always

10) My workgroup delivers results

Never Sometimes Generally Frequently Always

Additional Comments (over):