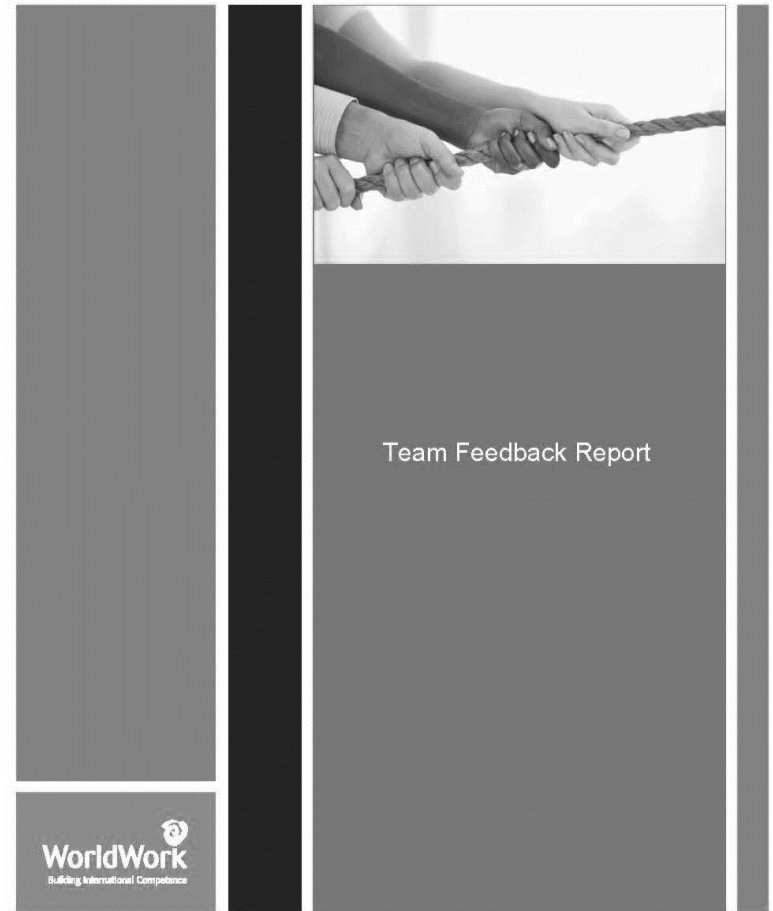




The International Team Trust Indicator

A team development tool
for enhanced global performance

International Team Trust Indicator
- Boosting your team's productivity



Sample Report

What is the ITTI?

- ✓ A web based questionnaire for all team members that assesses trust levels and trust deficits within the team and/or in the team leader
- ✓ Based on 9 culturally sensitive trust criteria that people use in deciding whether to trust others - all derived from extensive research
- ✓ Trust building activities for facilitators and/or team leaders
- ✓ Levels of trust and trust deficits can be benchmarked against other teams
- ✓ Open questions to identify specific trust issues for the team
- ✓ A team report that can act as a basis for team coaching
- ✓ Individual responses to the questionnaire remain anonymous and confidential

Who is the ITTI designed for?

- ✓ For all teams who already have some experience of working together
- ✓ For remote or virtual teams
- ✓ For global, multicultural teams
- ✓ For both manager and self directed teams
- ✓ Ideal to be used as part of a team workshop or team coaching process

What value will the ITTI bring?

- ✓ How the team can reach higher performance levels through greater trust
- ✓ How the team can identify barriers that have been holding them back
- ✓ Where the team is succeeding in meeting each other's trust needs
- ✓ Which behaviours are acceptable within the team and which ones are not
- ✓ What the cultural differences in trust requirements within the team are
- ✓ What proposals do team members have about developing trust further?

9 Trust Criteria



Competent

Trust based on a perception that team members can be relied upon to produce work of a high standard because they have the necessary knowledge, experience and technical ability.



Aligned

Trust based on a clear understanding of each other's roles while working towards shared team objectives and a common vision of the future.



Supportive

Trust based on the belief that team members are fair to each other and supportive of each other's priorities. They value the contributions that they each make and depend on each other to achieve common objectives.



Honest

Trust based on an openness and transparency between team members and a belief that individuals within the team will deliver on commitments they make.



Committed

Trust based on a belief that team members dedicate the necessary time and energy to the team's activities and show discipline and consistency in achieving common objectives.



Safe

Trust based on the belief that team members can speak openly, without fear of blame when genuine mistakes occur and where members do not feel they have to defend themselves against 'aggression' and 'manipulation' from others in the team.



Inclusive

Trust based on feeling part of the whole team, on being consulted and listened to in the decision making processes and on being able to share in the successes with the rest of the team.



Open with Information

Trust based on the observation that information is shared within the team in a clear and transparent way and that team members are being generous and responsive with knowledge and ideas.



Level of Empowerment

Trust based on being part of a work group where the team leader balances the needs of team members for clear direction and personal autonomy.

Example of trust Questionnaire



Build trust and team effectiveness using the
**International Team Trust
Indicator**



Question 1 of 47

Our team members: have the capability to meet their targets and quality standards

How important is this for me to trust my team members?

- 1 2 3 4 5 6
-

To what extent do my team members meet this description?

- 1 2 3 4 5 6
-

Save and Exit

Save and Continue >

Team questions that the ITTI will answer

- ✓ What specific aspects of trust are most important for this team?
- ✓ What are the perceived gaps between what team members **want** and what they **get** in terms of trust?
- ✓ Within each of the 9 trust criteria where specifically are the team's biggest gaps?
- ✓ What do team members believe are the main factors impacting negatively on trust?

What are the signs of low trust?

- ✓ “I can’t rely on others to do a good job”
- ✓ “They say one thing, but do another. They need to walk the talk”
- ✓ “There’s a lack of respect”
- ✓ “Morale in the team is low”
- ✓ “There are cliques, I’m not always included”
- ✓ “Leadership is not providing clear direction”

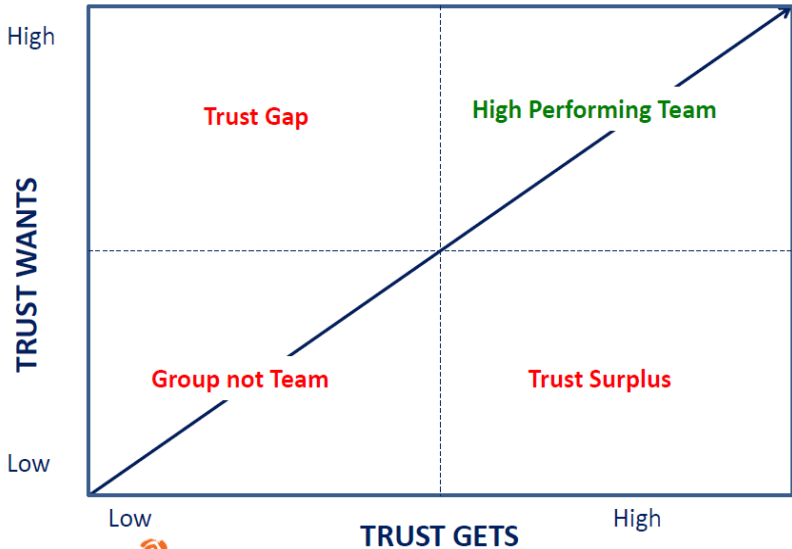
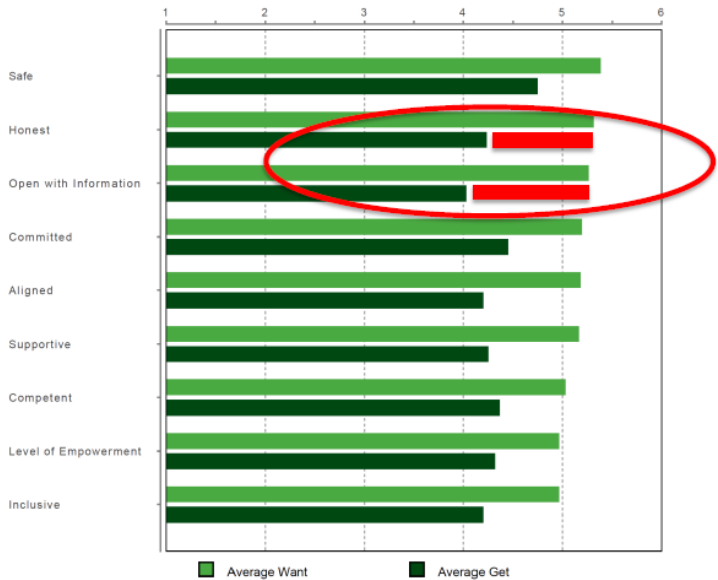
Signs of a high trust team

- ✓ Strong innovation, engagement and loyalty
- ✓ Positive, transparent relationships
- ✓ High collaboration and partnering
- ✓ Effortless communication
- ✓ Fully aligned systems

Trust scores

Wants and gets

International Team Trust Indicator



	Safe	Honest	Open with Information	Committed	Aligned	Supportive	Competent	Level of Empowerment	Inclusive
Average (Want)	5.38	5.32	5.27	5.20	5.18	5.17	5.03	4.97	4.97
Average (Get)	4.75	4.23	4.03	4.45	4.20	4.25	4.37	4.32	4.20



Slide 6

Contact

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360 team tool**

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