

## Your Trust Rating: The Foundation for Leading Change

Every leader implementing change wants to know how likely it is that they will succeed. Given that 75% of change efforts do not succeed, this is a highly relevant

Successful change depends on TRUST: Both leadership trust and organizational trust.

100% Mistrust ----- 100% Trust

There are three major elements that affect how much individuals trust you as a leader. They are:

- ✓ Your character: People notice who you are.
- ✓ How well you keep your word to the organization and individuals: people remember your promises and hold you to them.
- ✓ The success of your judgment: people decide how well your decisions work out.

**Directions:** To assess how well the organization trusts you, consider the following questions. It's very important that you attempt to answer them from the point of view of the organization, its collective opinion, as your view is not what matters. Perception is reality. From the organization's point of view:

### RATE YOURSELF:

- 1 = Never / probably not
- 2 = Sometimes / possibly
- 3 = Generally / maybe
- 4 = Usually / probably
- 5 = Always / definitely

### Character:

- People in the organization generally like me.
- I build rapport quickly and easily with a diverse range of people.
- Employees would say my stated values match my behavior – that I “walk my talk.”

### Keeping Your Word

- In the past three months I have kept the promises I have made to people.
- I proactively renegotiate before missing deadlines.
- I provide warnings when I cannot keep a promise.

### Credibility:

- The people impacted most by my decisions believe they have worked out for the benefit of the company (financial) as well as for the benefit of employees (morale, ease of working, culture)
- If I issue a directive or command, people believe it will turn out well.
- People often seek me out for advice before making important decisions.

After answering these questions, average them to come up with your own personal “trust rating.” yourself: “Where would the group of employees you are responsible for place you on the following scale?”

100% Mistrust 1 ----- 2 ----- 3 ----- 4 ----- 5 100% Trust

**If you'd like tips for how to improve this rating, call us, there is no obligation!**

This tool is part of our Leadership Mastery Program. Check out more details on our website at <http://www.jacksonandschmidt.com/services>