



Leading & Coaching For Exceptional Outcomes

- » Human Capital
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Development
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& Team Trust
- » Employee
Engagement

Thirty (30) Trustworthy Characteristics of Teams

Key Team Building & Trust Elements

- Caring about what's important as a team
- Behaving as a team
- Building individual and team relationships
- Addressing problems and concerns

Source:

The following trustworthy characteristics were identified in the survey data and participant comments contained in the Triscendance Trust Assessment of Leadership Teams (TTALT) result reports from 2008 to 2011 for a diverse group of organizations from the academic, pharmaceutical, engineering, bio-medical research, specialty chemicals, insurance, and local government sectors

Caring about what's important as a team

1. Clear vision and direction for the team
2. A shared purpose and team goals
3. Clear roles and responsibilities
4. Shared expectations of the team leader by the team members
5. Shared expectations of the team members by the team leader
6. Ensure the competence of team members and the team leader
7. Understand and embrace change

Behaving as a team

8. Promote team member and team leader engagement
9. Provide performance feedback and take appropriate actions
10. Open and expand dialogue and communication
11. Support and appreciate one another
12. Encourage creativity and innovation
13. Recognize and utilize individual strengths and capabilities
14. Hold one another accountable without wavering
15. Collaborate with the team members and team leader
16. Celebrate successes and analyze failures
17. Ensure all ideas are heard and not summarily dismissed
18. Listen with the desire to understand different points of view
19. Take calculated risks without fear of retribution

Building individual and team relationships

20. Be truly reliable and sincere with one another
21. Enable individual and team empowerment
22. Strengthen personal relationships
23. Show respect for team members and the leader
24. Practice integrity and honesty always
25. Trust one another to do the right thing
26. Learn to trust and extend trust to one another

Addressing problems and concerns

- 27. Confront one another directly and professionally
- 28. Eliminate fear and unnecessary oversight
- 29. Apologize for mistakes and missed commitments
- 30. Eliminate cordial hypocrisy

Individual Exercises and Team Discussions

- *Which of these trustworthy characteristics do you, your team members, and your team leader practice on a regular basis?*
- *Which of these characteristics are typically missing in your team's daily interactions?*
- *How would you rate yourself, your team members, and your team leader for each of these characteristics on a scale of 1-5 (1- Almost Never, 2- Sometimes, 3-Generally, 4-Often, 5- Almost Always)*
- *Which of these characteristics have the highest priority for the team's review and action, and why?*
- *How will you open this conversation with your team?*

For more information and suggestions

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