



# TRUST QUOTIENT™

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Report for: Sample Report  
October 10, 2008

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.

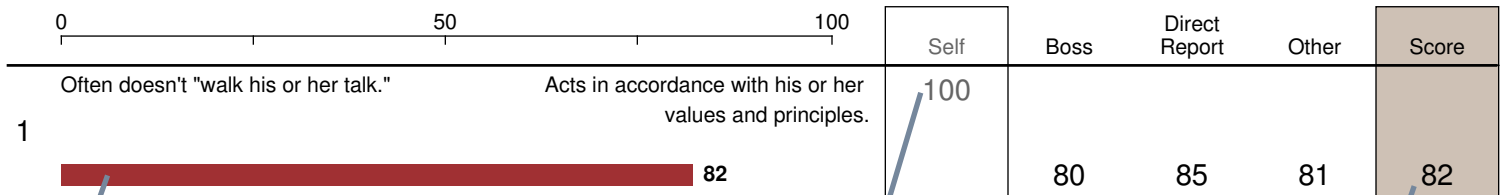
As you review this report, remember—

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 32 call for written responses and are not scored. Questions 30–33 do not affect your personal tQ score because they deal with your organization.

### How to Understand Question Data

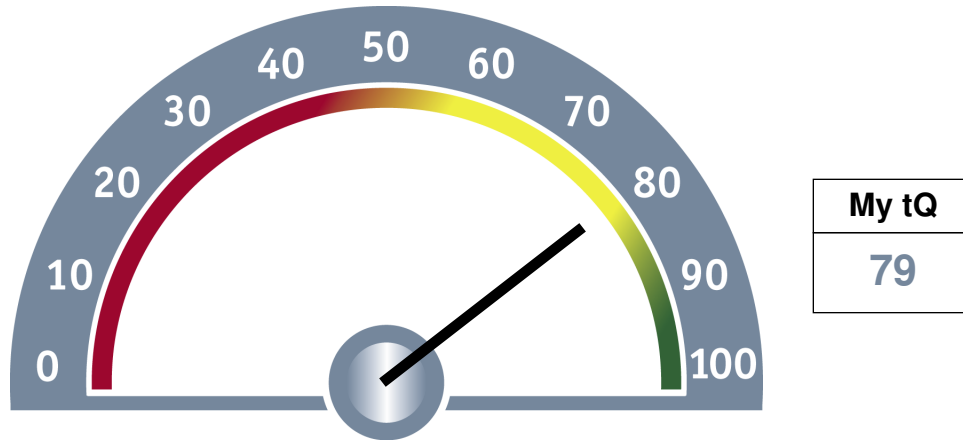


The bar shows you quickly where you score on a scale of 0–100.

**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.

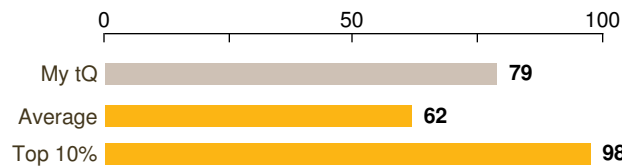
## tQ Summary



### 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	80	81	82	81
Relationship Trust	52	90	78	74	77
Total					79

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, 31, and 33).

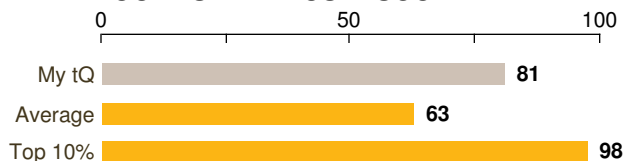
	Self	Score
Organizational Trust	48	48
Market Trust	100	100

### Who Participated?

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

# SELF TRUST

## YOUR "SELF TRUST" SCORE



# INTEGRITY

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	80	85	95	89
2	Tends to go along with the crowd. Shows courage and willingness to take a stand.					20	60	85	100	89
3	Has a hard time acknowledging someone else may be right. Is genuinely open to rethinking ideas.					40	80	80	90	84

# 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	80	85	75	80
5	Pretends to care about people. Genuinely cares about people.					80	100	70	70	73
6	Acts as if there is not enough of anything (credit, opportunities, resources) to go around. Acts as if there is more than enough of everything (credit, opportunities, resources) to go around.					100	100	85	75	82

# 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							
			82			80	85	80		82
8	Is unclear about where he or she is headed.	Is confident about where he or she is headed.	60							
			71			80	75	65		71
9	Doesn't seem to know how to build trust with others.	Works successfully to build trust with others.	100							
			89			80	85	95		89

## RESULTS

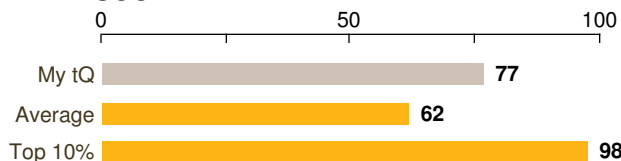
Sample...

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

<b>"SELF TRUST" SCORES</b>	<b>62</b>	<b>80</b>	<b>81</b>	<b>82</b>	<b>81</b>
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# RELATIONSHIP TRUST

## YOUR "RELATIONSHIP TRUST" SCORE



Sample...

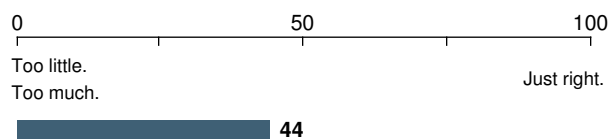
		0	50	100	Self	Boss	Direct Report	Other	Score
13	Withholds or "spins" the truth.			Always tells it like it is.	100				
			66			60	85	50	66
14	Shows more respect to those who can be helpful to him or her.			Treats everyone with respect.	80				
			80			80	95	65	80
15	Seems to have "hidden agendas" (questionable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

# RELATIONSHIP TRUST (continued)

Sample...

		0	50	100	Self	Boss	Direct Report	Other	Score
23	Pretends to listen.	Genuinely listens to others.			20				
						-	85	80	83
24	Often breaks commitments.	Carefully makes and keeps commitments.			40				
						100	50	60	60
25	Tends to be distrustful of others.	Extends trust to others.			40				
						100	85	45	69

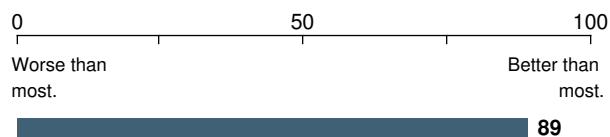
26. Sample tends to trust other people...



You received 0 points for Too Little or Too Much and 100 points for Just Right.

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

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



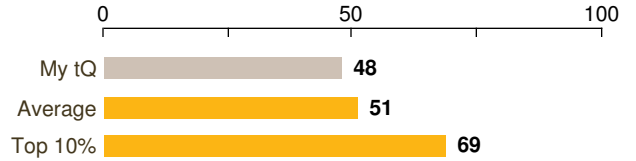
You received 0 points for Worse Than Most, 50 points for Same as Most, and 100 for Better Than Most.

Responses	Self	Boss	Direct Report	Other	Total Respondents
Worse than most.	1	1	1	-	3
Same as most.	-	-	-	2	2
Better than most.	-	1	3	2	6

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

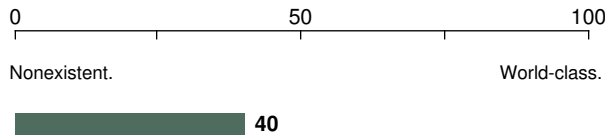
## YOUR "ORGANIZATIONAL TRUST" SCORE



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

	0	50	100	Self
A. Financial (processing, budgeting, invoicing, auditing).				80
B. Decision making.				0
C. Internal communication.				60
D. Employee training and development.				40
E. Performance management (rewards and recognition, performance reviews, career advancement).				20
F. Information systems (computers, networks, tech support).				100
G. Innovation (R & D, idea sharing, continuous improvement).				60
H. Meeting management.				80
<b>Total</b>				<b>55</b>

31. Please rate the trustworthiness of Margha GmbH.



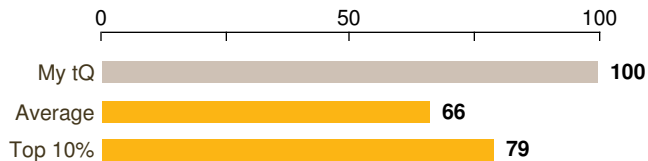
You received 0 points for Trust Nonexistent, 20 for Very Low Trust, 40 for Trust Issues, 60 for Trust Not an Issue, 80 for Visible Asset, and 100 for World-Class.

Responses	Self
Trust is nonexistent.	-
Very low trust.	-
Trust issues.	1
Trust is not an issue.	-
Trust is a visible asset.	-
World-class trust.	-

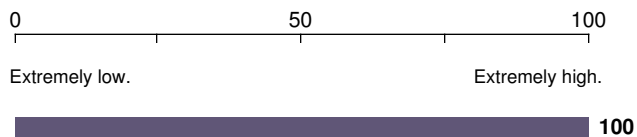
# "ORGANIZATIONAL TRUST" SCORE 48

# MARKET TRUST

## YOUR "MARKET TRUST" SCORE



33. Please rate the reputation of Margha GmbH.



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

# "MARKET TRUST" SCORE 100

COMMENTS

Question 27

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

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COMMENTS

Question 29

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

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COMMENTS

Question 32

*What two to three things could Margha GmbH do to raise your rating?*

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