

Team Trust Scorecard

Trust is the foundation of every effective team. When trust is high, people share ideas, take responsibility, and perform at their best. When it is low, collaboration breaks down, communication becomes guarded, and progress slows.

This scorecard helps you assess the current level of trust within your team. Tick each statement that accurately describes your team's behaviours and environment.

1. Communication

- ☐ Team members communicate openly and honestly.
 - ☐ People share both good and bad news without hesitation.
 - ☐ Listening is active and respectful, even during disagreement.
 - ☐ Information is shared transparently rather than kept in silos.
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2. Reliability

- ☐ Team members deliver on their commitments consistently.
 - ☐ Deadlines are respected and excuses are rare.
 - ☐ People can depend on one another for quality work.
 - ☐ Mistakes are acknowledged quickly and corrected.
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3. Integrity

- ☐ Team members act with honesty, even when it is uncomfortable.
 - ☐ Ethical behaviour is the norm, not the exception.
 - ☐ People do what they say they will do.
 - ☐ The team avoids blame and takes collective responsibility.
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4. Psychological Safety

- ☐ People feel safe to speak up without fear of ridicule or punishment.
- ☐ Questions, feedback, and dissenting views are encouraged.
- ☐ Team members admit mistakes without embarrassment.
- ☐ Conflict is addressed respectfully and constructively.

5. Competence & Respect

- ☐ Team members trust each other's skills and judgement.
 - ☐ Everyone's contributions are valued equally.
 - ☐ Expertise is recognised, but no one acts superior.
 - ☐ Feedback is given with the intent to help, not criticise.
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6. Accountability

- ☐ The team holds itself to high standards.
 - ☐ Commitments are tracked and followed through.
 - ☐ People take ownership rather than shifting blame.
 - ☐ Underperformance is handled fairly and promptly.
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7. Collaboration

- ☐ Team members willingly help one another when needed.
 - ☐ Knowledge and credit are shared openly.
 - ☐ Individuals prioritise team success over personal recognition.
 - ☐ Decisions are made collectively with mutual respect.
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8. Empathy & Support

- ☐ People show genuine concern for colleagues' wellbeing.
 - ☐ Team members notice when others are struggling and offer help.
 - ☐ Managers understand the human side of performance.
 - ☐ Kindness and understanding are part of daily interactions.
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9. Leadership Behaviour

- ☐ The team leader models honesty, fairness, and openness.
- ☐ Leadership decisions are consistent and transparent.
- ☐ The leader builds confidence rather than fear.
- ☐ Trust is earned through consistent action, not position.

10. Results Orientation

- ☐ The team focuses on shared goals rather than personal agendas.
 - ☐ Success is measured by both performance and relationships.
 - ☐ Trust enables faster decisions and smoother collaboration.
 - ☐ The team celebrates achievements together.
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Scoring guide for each section

0 Items ticked: Help required.

1 item ticked: It's a start, more work required.

2 item ticked: Great. Keep nurturing it.

3 item ticked: Excellent.

4 item ticked: Awesome.

Next Steps

Trust builds slowly but erodes quickly. Use this scorecard to start honest, blame-free conversations about how your team works together. Focus on consistent communication, shared accountability, and supportive behaviour. Over time, these small actions create the foundation for lasting trust and exceptional performance.

Notes