

Project Management Office (PMO) Trust Self-Assessment

To measure how much **trust** exists across your **Project Delivery environment** — between leadership, project teams, and stakeholders — and identify where breakdowns may be slowing execution.


Instructions: For each statement, select the option that best reflects your experience in your current Project Delivery environment.

Clarity & Transparency

Q1: *I have clear visibility into how project priorities are set and how decisions are made.*

Scale:

- 1** Strongly Disagree
- 2** Disagree
- 3** Neutral
- 4** Agree
- 5** Strongly Agree


 *Measures transparency and governance clarity — the foundation of execution trust.*

Autonomy & Empowerment

Q2: *I feel trusted to make decisions and take ownership within my area of responsibility.*

Scale:

- 1** Strongly Disagree
- 2** Disagree
- 3** Neutral
- 4** Agree
- 5** Strongly Agree


 *Evaluates how much freedom-within-structure exists inside your PMO and project teams.*

Communication & Accountability

Q3: *Information flows openly in our projects — both successes and problems are shared early, without blame.*

Scale:

- 1** Strongly Disagree
- 2** Disagree
- 3** Neutral
- 4** Agree
- 5** Strongly Agree


 *Assesses psychological safety, openness, and early risk communication — all key trust signals.*

Recognition & Growth

Q4: *Our project teams are recognized for disciplined execution and supported with meaningful challenges to grow.*

Scale:

- 1** Strongly Disagree
- 2** Disagree
- 3** Neutral
- 4** Agree
- 5** Strongly Agree

 *Measures balance between recognition (oxytocin) and challenge (dopamine) — neuroscience of engagement.*

Leadership Confidence

Q5: *I believe leadership acts consistently and fairly when project issues or escalations occur.*

Scale:

- 1** Strongly Disagree
- 2** Disagree
- 3** Neutral

- 4 Agree
- 5 Strongly Agree

 Reveals perceived fairness, reliability, and predictability — core to institutional trust.

Optional Open Question

What's one thing leadership could do to help you feel more confident in how projects are delivered?

Scoring Interpretation

Score Range	Readiness Level	Lender Recommendation
1-12	Erosion Zone	Teams operate defensively. Prioritize trust repair: transparency, consistency, and quick wins.
13-17	Low Trust	Execution slowed by ambiguity or mixed leadership signals. Increase visibility & empowerment.
18-22	Moderate Trust	Solid baseline - continue reinforcing communication & accountability systems.
>22	High Trust	Teams communicate openly and act with shared ownership. Maintain transparency & recognition cadence.