How Trustworthy Do You Think I Am?

On the following page are some statements about my behaviors. Thinking about my behavior in a specific job or role, please indicate how often you see me engage in each of the listed actions by circling one response (H, S, O, V, or A) that best describes my behavior. I invite you to be candid. The value of this assessment depends entirely on your willingness to respond openly and honestly to the statements.

<table>
<thead>
<tr>
<th>H</th>
<th>S</th>
<th>O</th>
<th>V</th>
<th>A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardly ever</td>
<td>Sometimes</td>
<td>Often</td>
<td>Very often</td>
<td>Always</td>
</tr>
</tbody>
</table>

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128 / How Trustworthy Do You Think I Am?

ABLE
DEMONSTRATE COMPETENCE AND SKILLS

1. Get quality results
2. Solve problems
3. Am highly skilled
4. Am good at what I do
5. Have relevant experience
6. Use my skills to assist others
7. Strive to be the best at what I do

BELIEVABLE
ACT WITH INTEGRITY

8. Keep confidences
9. Admit when I am wrong
10. Am honest
11. Avoid talking behind people’s backs
12. Am sincere
13. Am nonjudgmental
14. Show respect for others
How Trustworthy Do You Think I Am? / 129

CONNECTED
CARE ABOUT OTHERS

15. Listen well
16. Praise others’ efforts
17. Show interest in others
18. Share about myself
19. Work well with others
20. Show empathy for others
21. Ask for input

DEPENDABLE
MAINTAIN RELIABILITY

22. Do what I say I will do
23. Am timely
24. Am responsive to requests
25. Am organized
26. Am accountable for my actions
27. Follow up
28. Am consistent
Acknowledgments

To begin, we'd like to acknowledge all the special people over the years who have shown us—through their Able deeds, Believable words, Connected conversations, and Dependable actions—what trust looks like. These family members, parents, teachers, coaches, and friends are too numerous to name in their entirety, but this book would have been impossible to write without them.

Cindy extends her sincere gratitude to Nancy Jamison and Lu Olney for their committed focus in helping to develop the initial trust model. She thanks her children—David, Stephen, Jennifer, Debbie, and Catherine—for their continual support and for teaching her life’s lessons of trust. She thanks her husband, George, for personifying trust and believing in and sharing her journey. And for showing her the importance of creating a language of trust, she thanks all the individuals throughout her consulting business.

ASSESSMENT TALLY

DIRECTIONS:
1. Enter the number of H, S, O, V, and A responses from the assessment for each section—A, B, C, and D.
2. Multiply by the number indicated and enter your result.
3. Add the results of each box to determine your total score for each section.

Enter totals

A

B

C

D

Enter totals

Enter totals

Enter totals

Enter totals

Multiply by:

Multiply by:

Multiply by:

Multiply by:

Score A

Score B

Score C

Score D
The following scoring legend will give you an idea how strong you are in each element of the ABCD Trust Model™.

<table>
<thead>
<tr>
<th>Score Range</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>33–35</td>
<td>Outstanding! You’ve mastered this area.</td>
</tr>
<tr>
<td>30–32</td>
<td>Good. You’re on the right track.</td>
</tr>
<tr>
<td>27–29</td>
<td>Average. Keep working at it.</td>
</tr>
<tr>
<td>Below 27</td>
<td>Pay attention! There’s lots of room for improvement here.</td>
</tr>
</tbody>
</table>

Questions to Ponder
Take a look at your scores and ponder the following questions:

1. In which element(s)—A (Able), B (Believable), C (Connected), or D (Dependable)—did you score highest?
2. In which element(s) did you score the lowest?
3. Did your results surprise you?