



# International Team Trust Indicator

Trust – the nucleus that binds the team together

#### What can the ITTI do for your team?

- Help your team work together more productively
- Encourage your team to collaborate better
- Improve the team's working style, particularly with regards to morale and communication
- Increase innovation within the team and the ability to cope with change

**“The most valuable feature of the ITTI tool is its capacity to put figures on team trust and to quantify some qualitative human perceptions. The outcomes are meaningful, easy to understand and form the thread of how the team works.”**

Christophe Capitant  
(Director Design Assessment Department)  
Bureau Veritas, Paris

### Build trust for competitive advantage

In the turbulent modern world trust can easily break down in any team or workgroup. This is especially true for people in 'virtual teams', who work across cultural boundaries and who are separated by distance and time zones; and when levels of trust fall, productivity collapses and costs rise.

Research shows that in high performing teams levels of trust are higher, leading to better communication, increased creativity and innovation, improved organizational commitment and a greater readiness to accept change.

Now you can measure and manage trust in your team in order to promote appropriate trust building systems, behaviours and activities. The International Team Trust Indicator (ITTI) is a tool for building trust generally, but particularly in international and virtual teams.

### Key features

- A team performance indicator with a particular emphasis on team trust
- An online questionnaire and Feedback Report for all team members to assess trust levels within the team
- Based on 9 culturally sensitive trust criteria that people use in deciding whether to trust others - all derived from extensive research into 'trust'
- It measures the trust gap between what team members want from each other and what they perceive they are getting
- Open questions to identify specific trust issues for the team
- A extensive team coaching report that can act as a basis for facilitated discussion about how to build trust
- Individual responses to the questionnaire remain anonymous and confidential