Product Description

WHAT is the TTI?

Trust is the foundation for high performance teams. Research has shown that there is a strong relationship between levels of trust within teams and their ability to work effectively.

The Team Trust Indicator (TTI) is an on-line tool that measures levels of trust among team members against 9 important trust indicators. It provides a structured approach for identifying and managing precise areas where there is a trust gap between what team members feel they need and what they feel they receive from other group members. The aim of TTI is to give the team a step-by- step process for exploring and resolving these trust gaps.

The TTI consists of:

An *online questionnaire* which each team member completes and a detailed *feed-back report* for the facilitator and team members. The feedback report includes:

- 9 trust criteria on which TTI is built, all derived from extensive research into trust

- A summary of the team results arising from the completed questionnaires

- 5 significant areas for team development based on the trust gaps the team has identified

- A focused team coaching and development guide to clarify and resolve each trust gap

- An action planning page

WHO is the TTI designed for?

The TTI is designed for all teams that have worked together for at least a short time so that individuals will have built up perceptions of the extent and type of trust they are receiving from their colleagues. It can be used as part of a team development programme, allowing the team to address difficult and elusive aspects of team effectiveness in a constructive way.

It should not be used with loose groups of people who have no need to achieve a common goal together. There must be a degree of interdependence between members, and skills within the team must be seen as complementary. It does not measure the team members' disposition to trust others in general – that is a personality factor.

The team can be both manager-led or self-directed. The team leader should be interested in exploring how the team can reach higher performance levels through powering up the trust factor.

The TTI is well suited to remote or virtual teams where the level of control over the results of people's actions is limited because of geographical distance or time zones.

It is also useful with multicultural teams. Although the TTI is not a cross-cultural instrument as such, it is culturally sensitive. The research into the 9 criteria came not only from Western understandings of trust but also out of a wide range of international academic input.

WorldWork®
Learning for global success

Product Description

WHAT will the TTI give you as a team leader/facilitator?

The TTI will help you and your client team answer the following questions:

1. What specific aspects of trust are most important for this team?

2. What aspects of trust do team members think they get most from their colleagues?

3. How good are we at giving each other the trust signals we need?

4. What are the main perceived gaps between what our team members want in terms of trust and what they get now?

5. Within each of the 9 trust criteria, which specific items do people agree are our biggest trust gaps?

6. How does this team benchmark with other teams on each of the 9 areas of trust?

7. What do people believe are the main factors that are impacting negatively on trust?

8. What suggestions do team members have about developing trust within the team?

WHY use the TTI? - Benefits:

ℯ   It helps bring to the surface some difficult to identify barriers which have been holding the team back

ℯ   It puts the **team's** productivity needs at the centre, as it does not point the finger at any one individual

ℯ   It provides the basis for an action plan or a team trust charter and highlights non-negotiable behaviours expected within the team

ℯ   It shows where team members are succeeding in meeting each other's trust requirements

ℯ   It gets to the heart of a dysfunctional team's misperceptions about each other

ℯ   It kick starts a longer-term team coaching process that can be monitored over time

ℯ   It presents the issue of trust as one that can be solved

ℯ   It explores cultural differences in trust requirements between sub-groups within the team

ℯ   The questionnaire is available to complete at a distance, which is perfect for remote teams