

Clarity

A team experiences trust when they see transparency and mistrust when they see ambiguity.
How shall we support clarity, openness and transparency?
How can we avoid uncertainty and vagueness?



Connection

It is natural for people to follow others and build relationships.
How can we connect and engage with each other?
How can we improve our relationships and reduce conflict?



Compassion

Team members need to care about each other.
Are we ready to show concerns or be compassionate?

Values

People want to trust those that support their values.
How can we align them?



Competency

We have confidence in those who stay fresh, innovative and competent.
How do we grow our competence?



Commitment

We trust only those that show a commitment to action.
How do we take responsibility and fulfil it?

Contribution

People are motivated and engaged when they deliver results.
People trust results.
How do our rules and policies promote things getting done?
How do our organisation culture prevent things getting done?



Consistency

We like to see things done consistently.
Is our trust and confidence rising or falling after each deliverable?



What else is important to us?

Before you begin
The aim of this sheet is to find better way of working, not to apportion blame. Focus on the cause of problems and not the individuals involved.

Team Trust Canvas

You don't have to agree on everything, discussion is good. Talk about both sides of the argument

Kerth's Prime Directive
Regardless of what we discover, we must understand and truly believe that everyone did the best job he or she could, given what was known at the time, his or her skills and abilities, the resources available, and the situation at hand.

The goal of this sheet is to help you find better ways of working.

Use this space however you like notes, ideas, comments and suggestions - you can write anywhere you like on this sheet!

Who?
Note the names of everyone who took part in this exercise here

The team
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