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« International Team Trust Indicator »

Animé par David Trickey

Cercle Magellan - Paris

Research shows that trust within an international team is a key predictor of effectiveness, reactivity, & readiness to accept change. Especially now, trust within teams and especially in leaders of teams in global organisations is being put under pressure in today's recessionary climate. However, there are remarkably few tools or training courses that explicitly focus on this issue. With this in mind, WorldWork has developed a unique process to enable teams and their leaders to explore this critical factor.

Through an analysis of available research we have identified 10 different dimensions that people from many different cultures use to decide whether to trust others (see blue boxes). Based on our trust dimensions, we have developed a process to identify levels of trust and the trust 'deficit' within any given team or workgroup or between the leader and their team members. For the *International Team Trust Indicator* each team member completes a questionnaire which identifies for them the behaviours and attitudes they need from their colleagues if they are to trust them, and also what they are actually experiencing in this respect. These individual results are then pooled to provide an overall report for the team as a whole. The report contains a range of graphical analysis options that will enable the team leader and team members to identify the nature of any trust deficits within the team. The *International Team Trust Indicator* (ITTI) diagnoses the levels and types of trust needed within international team so that you can structure an open discussion about this acutely sensitive but powerful issue – leading to concrete actions and productivity improvements. An *International Leadership Trust Indicator* (ILTI) version focuses on the opportunities for team leaders to build higher levels of trust within their own international teams.

HOW CAN I USE THIS TOOL IN MY CLIENT WORK?

Trust in Teams is suitable for multicultural teams that have experience of working together for at least a short time. 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. Unlike **The International Profiler**, you do not need to be licensed to use this tool. WorldWork does however provide workshops such as this one to learn how to exploit the instrument in your training and consulting work.

The key features of the International Trust in Teams Indicator are:

- a 50-item web-based questionnaire.
- It takes about 30 minutes to complete and is completed anonymously.
- A wide range of graphical output and statistics to show the trust 'profile' of the team.
- The questionnaire is truly international resulting from researching 10 trust criteria which people from many different cultures use to decide whether to trust others
- An interpretative report on the results can be prepared by the consultant or by WorldWork Ltd.
- The questionnaires are used in leading organisations in the following sectors: Consulting, Banking, Mobile Telecoms, White Goods, Engineering, Car Manufacturing and Electronics.