

GALLUP'S Q¹²®

01

I know what is expected of me at work.

02

I have the materials and equipment I need to do my work right.

03

At work, I have the opportunity to do what I do best every day.

04

In the last seven days, I have received recognition or praise for doing good work.

05

My supervisor, or someone at work, seems to care about me as a person.

06

There is someone at work who encourages my development.

07

At work, my opinions seem to count.

08

The mission or purpose of my company makes me feel my job is important.

09

My associates or fellow employees are committed to doing quality work.

10

I have a best friend at work.

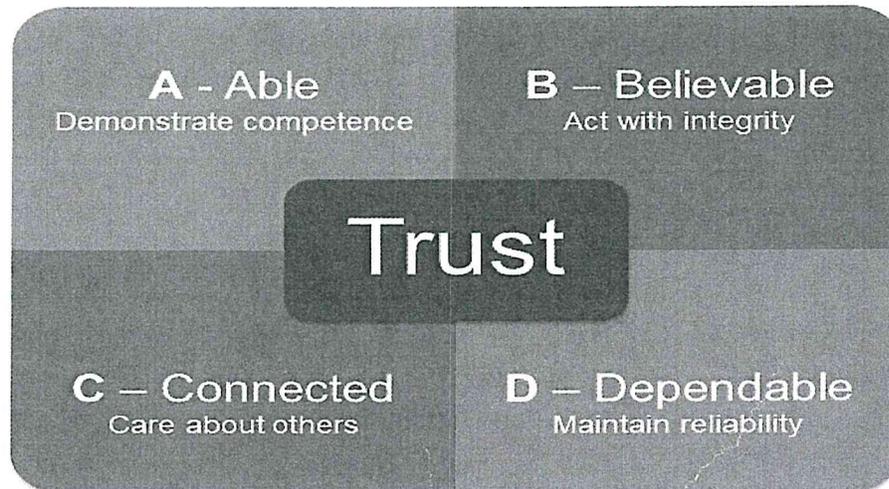
11

In the last six months, someone at work has talked to me about my progress.

12

This last year, I have had opportunities at work to learn and grow.

ABCD TRUST MODEL by Ken Blanchard



Able / Ability – by showing ability, a person's environment starts to trust someone's actions. A certain level of expertise is expected from managers. If they do not show that they have that expertise, employees will have less trust in their manager. Demonstrating their competencies will inspire others and increase trust in the manager.

Believable / Believability – by acting with integrity, managers show that they are honest and will not harm their employees' trust in them. People expect that they behave in accordance with the standards and values of the organization. It is their task to carry out the company policy in a believable way and act accordingly.

Connected / Connectedness – by being genuinely interested in their colleagues and employees, managers show that they are involved with and connected to their environment. They are able to listen to others well, and they have good communication skills and contribute to a pleasant work atmosphere. This caring attitude by the manager will rub off on the employees, which will be beneficial for a team's cooperation.

Dependable / Dependability – showing that others can depend on the manager will lead to a positive response from their environment. The manager would do well to really stick to agreements and be consistent in that respect. Employees and others' regard for their manager will increase if a manager delivers on his/her promises, within the time that was agreed.

How Trustworthy Are You?

Becoming a master of trust begins with examining your own behaviors in the four domains of trust: ***Able, Believable, Connected, and Dependable.***

(Ken Blanchard – ABCD Trust Model)

Place an X in the box that best describes how you 90% or more of the time.

	Behaviors	Always 5	Very Often 4	Often 3	Sometimes 2	Hardly Ever 1
1	Get quality results					
2	Keep confidences					
3	Listen well					
4	Do what I say I will do					
5	Solve problems					
6	Admit when I am wrong					
7	Praise others' efforts					
8	Am timely					
9	Am highly skilled					
10	Am honest					
11	Show interest in others					
12	Am responsive to requests					
13	Am good at what I do					
14	Avoid talking behind people's backs					
15	Share about myself					
16	Am organized					
17	Have relevant experience					
18	Am sincere					
19	Work well with others					
20	Am accountable for my actions					
21	Use my skills to assist others					
22	Am nonjudgmental					
23	Show empathy for others					
24	Follow up					
25	Strive to be the best at what I do					
26	Show respect for others					
27	Ask for input					
28	Am consistent					

To determine your trustworthiness score, put the number you rated each of your answers in the corresponding numbers from the questions above. Once completed, add the individual columns. Then total all four columns for your overall worthiness score.

Rate each answer as:

Always = 5 Very Often = 4 Often = 3 Sometimes = 2 Hardly Ever = 1

	Able	Believable	Connected	Dependable
	1	2	3	4
	5	6	7	8
	9	10	11	12
	13	14	15	16
	17	18	19	20
	21	22	23	24
	25	26	27	28
TOTAL				

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

33-35	Outstanding! You've mastered this area. 30-32 = Good. You're on the right track.
30-32	Good. You're on the right track.
27-29	Average. Keep working at it.
Below 27	Pay attention! There's lots of room for improvement here.