

*Trust Evaluation Instrument / Faces of Trust
Reflection and Discussion*

Name/Group _____

Date _____

EVALUATE each “face” of trust according to the following scale:
1 = Low, 10 = High

Benevolence

1 2 3 4 5 6 7 8 9 10

Competence

1 2 3 4 5 6 7 8 9 10

Honesty

1 2 3 4 5 6 7 8 9 10

Openness

1 2 3 4 5 6 7 8 9 10

Reliability

1 2 3 4 5 6 7 8 9 10

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Definitions

Trust - An individual's or group's willingness to be vulnerable to another party based on the confidence that the latter party is benevolent, competent, honest, open, and reliable.

Benevolence - Confidence that one's well-being or something one cares about will be protected by the trusted person/group; the assurance that the other will not exploit one's vulnerability.

Competence - Good intentions aren't always enough; a level of skill is involved in fulfilling an expectation.

Honesty - Character, integrity, and authenticity; when statements conform to "what really happened" from that person's perspective and when commitments made about future actions are kept; avoiding distorting the truth in order to shift blame to another.

Openness - Extent to which relevant information is not withheld; process by which individuals make themselves vulnerable by sharing information with others.

Reliability - The extent to which one can count on another to come through with what is needed; combines a sense of predictability with benevolence.

Reflection questions:

- 1. Why did I choose the number I did at each level?**
- 2. What specific things need to happen to move the number up at each level? What are the obstacles to this movement?**
- 3. What role can I play in moving the number up at each level? How will I hold myself accountable?**