Trust Playbook

A compact, practical toolkit for managers to design working rhythms for trust and keep it strong – especially as teams form or add new people.

TrustEngine aims to make the complex simple by connecting people to results

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# How to Use

This playbook seeks to help leaders build the trust multipliers into their working rhythm from day one

1. **Design the team** with the ‘Trust-by-Design’ checklist
2. **Set shared norms** with the one page Working Agreement
3. **Make trust visible** using the Say-Do tracker and ‘Planned Spontaneous Recognition’
4. **Keep a pulse** and plan course corrections as necessary

Complete this playbook *with* the team. Buy in and ownership to the items in this playbook are equally as important as the ‘quality’ of information and items developed.

This is intended to be a collaborative process where all voices are heard and everyone feels a contribution, thus strengthening trust development in the team.

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# Trust-By-Design Checklist

|  |  |  |
| --- | --- | --- |
| Team: | Leader: | Date: |

## Capabilities and Coverage

[ ] Critical outcomes for team developed and published (made visible)

[ ] Capabilities required to deliver outcomes listed

[ ] Each capability is mapped to one or more individuals

## Team Values

[ ] Team values developed (by the team!) and published (made visible)

[ ] Team commitment to values

[ ] Team has a mix of analytical / creative / operational / relational strengths

## Team Ways of Working

[ ] Team Working Agreement developed (with team!)

[ ] Team measures of success developed (against critical outcomes)

[ ] Team measures of success checked for alignment with broader organisational goals

[ ] Performance expectations set and communicated to team

[ ] Team working rhythm map developed (linked to critical outcomes and a mix of tactical, operational and strategic meetings) and Terms of Reference for each element created

# Team Working Agreement

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Purpose | | Values | | | | |
| We exist to: | | The values our team recognises as most important are | | | | |
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| Measures of Success | | | | | | |
| **Item** | | | **Unit** | | **Target** | |
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| Key Mindsets – Commitment to Improvement | | | | | | |
| What are the behaviours and actions the team can focus on to improve performance? | | | | | | |
| **Stop Doing** | **Continue Doing** | | | **Start Doing** | | |
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# Expertise and Skills Matrix

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Best Asked About** | **Currently Learning** | **Feedback Preference (directive / reflective)** | **Complimentary Skills (eg. Coding, Excel, Public Speaking)** |
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# Say – Do tracker

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| --- | --- | --- | --- | --- |
| **Commitment** | **Owner** | **Due Date** | **Status (Done / Not Yet)** | **Notes** |
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Reliability ratio (weekly) = # Done / # Total → Target ≥ 0.85. Investigate if < 0.7 for 2+ weeks.

# Recognition Plan and Tracker

Criteria tied to trust behaviours: eg. Called a risk early; Shared credit; Kept promise under pressure; Cross‑team help; Clear handoff. Set the expectation 🡪 Look for the behaviour 🡪 Recognise the behaviour

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| --- | --- | --- | --- |
| **Date** | **Person** | **Behaviour Recognised Description** | **Recognition Given** |
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# ‘Blameless’ After Action Review

Goal: learning + specific behaviour change; avoid blame.

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| --- | --- | --- | --- |
| **Incident / Outcome Description** | **Contributing Factors (systems / behaviours)** | **What we’ll Change (process / behaviour)** | **How we’ll Verify** |
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# Trust Pulse Survey

Run at consistent appropriate time intervals and take a cross section of level, function, location etc.

**Scale**: 1 (strongly disagree) 🡪 5 (strongly agree)

1. It’s safe to raise risks or bad news here.

2. People follow through on commitments.

3. Workload is distributed fairly.

4. Decision‑making is clear and consistent.

5. Credit is shared fairly.

6. I know who to ask for what.

7. I can see progress and how my work fits.

**Open questions**

- One thing we did that built trust this month?

- One change that would increase trust fastest next month?

Share‑back: publish top 3 themes and 2–3 actions with owners/dates

# New Joiner Trust Sprint

**Day 0–1**

- Public intro with strength + growth edge + expertise area

- Assign buddy; add to Expertise Map; plan a scoped early win

**Week 1**

- Leader 1:1: “What surprised you? One process you’d redesign?”

- Invite joiner to question a norm in a meeting (model candour)

**Week 2**

- Capture joiner feedback 🡪 make 1 visible change

- Recognise first contribution publicly

# Example Leader Scripts

**Model fallibility –** “Here’s what I’m sure about… here’s what I’m unsure about… here’s how we’ll find out.”

**Invite constructive dissent –** “What could we be wrong about? I’ll call on two people we haven’t heard from.”

**Close the loop –** “You raised X. We did Y by Z date. Next check‑in is …”

**Recognition –** “I’m calling out [Name] for [specific behaviour] because it strengthened our trust norm: [norm].”

# Bring Trust to Life with TrustEngine

TrustEngine helps you turn these playbook ideas into everyday practice. We purposefully match people to accelerate trust, reduce conflicts, and set teams up for reliability and performance from day one. Our tools and guidance support managers with working agreements, say–do tracking, recognition routines, and lightweight trust pulse surveys – so trust isn’t a slogan, it’s how work gets done.

If you’d like a hand implementing or co-creating the right trust routines for your context—team formation, mentoring programs, or cross-functional projects, we’re here to help. As we like to say, “TrustEngine is the full service trust multiplier for your organisation.”

Reach out if you want a short workshop, a pilot, or practical templates tailored to your teams.

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