

The Team Trust and Accountability Scorecard

A guided team diagnostic for turning hidden friction into honest conversations and practical commitments.

YOUR OUTCOME

A shared view of team health and three actions that strengthen trust and execution.

Designed for leaders, managers, educators, entrepreneurs and emerging leaders.

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How to use this scorecard

Each team member scores the statements independently from 1 (rarely true) to 5 (consistently true). Discuss patterns, not personalities. The goal is improvement, not blame.

SCORING SCALE

[] 1 - Rarely true

[] 2 - Occasionally true

[] 3 - Sometimes true

[] 4 - Usually true

[] 5 - Consistently true

Team / department

Date and facilitator

Dimension 1: Trust

Statement	1	2	3	4	5
People speak honestly without fear of punishment.					
Team members ask for help when they need it.					
Mistakes are surfaced early and used for learning.					
People keep commitments or communicate quickly when circumstances change.					
Different views can be expressed respectfully.					

Evidence behind our trust score

One improvement action for trust

Dimension 2: Clarity

Statement	1	2	3	4	5
Our shared purpose is understood.					
The team's priorities are clear.					
Roles and decision rights are understood.					
Success measures are visible and meaningful.					
Meetings end with clear owners and next steps.					

Evidence behind our clarity score

One improvement action for clarity

Dimension 3: Accountability

Statement	1	2	3	4	5
We address missed commitments promptly.					
Standards apply consistently regardless of rank.					
Feedback is specific, timely and respectful.					
Progress is reviewed against evidence.					
People take ownership instead of assigning blame.					

Evidence behind our accountability score

One improvement action for accountability

Dimension 4: Collaboration

Statement	1	2	3	4	5
Information is shared with the people who need it.					
Team members support priorities beyond their own role.					
Conflict is handled directly rather than through side conversations.					
Decisions are communicated clearly.					
We recognise contributions and celebrate shared wins.					

Evidence behind our collaboration score

One improvement action for collaboration

Team action plan

Choose no more than three commitments. Make them observable, owned and time-bound.

Commitment	Owner	First step	Review date	Evidence

What will we stop tolerating?

How will we recognise progress?