



The trust check-in: a practical checklist for building trust in the workplace

Trust isn't built by one individual gesture. Instead, it's something that strengthens or breaks through the little things we do every day.

How we communicate, handle mistakes and follow through on promises all play a role in building trust.

Use this checklist to reflect on the habits that show up in your day-to-day work. For each statement, choose Always, Sometimes or Never.

There are no right or wrong scores. The aim is to notice what you already do well and identify small changes that could help you build stronger relationships.

Section 1: Habits that build trust

Begin by considering the micro-behaviours that help to increase trust. Score yourself on each statement and then add up your total.

Be honest with your answers: no-one else will see them, and the exercise is simply designed to help you identify areas you may want to develop.

3pts | Always

2pts | Sometimes

1pt | Never

How do you build trust?

I do what I say I'm going to do.

Always (3)

Sometimes (2)

Never (1)

I give people credit for their ideas and contributions.

Always (3)

Sometimes (2)

Never (1)

I confirm key deadlines, requirements or next steps, so people know what to expect.

Always (3)

Sometimes (2)

Never (1)

I explain the reasons behind decisions that affect other people.

Always (3)

Sometimes (2)

Never (1)

I let people know early if I'm unlikely to meet a deadline or commitment.

Always (3)

Sometimes (2)

Never (1)

I raise concerns respectfully, even when the conversation might be uncomfortable.

Always (3)

Sometimes (2)

Never (1)

I respond to questions with respect, even if the answer seems obvious to me.

Always (3)

Sometimes (2)

Never (1)

I treat confidential or sensitive information with care.

Always (3)

Sometimes (2)

Never (1)

I own mistakes and focus on how to put them right.

Always (3)

Sometimes (2)

Never (1)

I give those I work with my full attention when they are speaking to me.

Always (3)

Sometimes (2)

Never (1)

My score:

/30

How strong are your trust-building habits?

Add up your score to see how consistently your everyday habits are helping to build trust.

24-30 Well-established trust-building habits You consistently demonstrate small actions that help build trust with those you work with. Keep building these habits and look for any areas where you could be even more consistent.	17-23 Strong trust foundations You already show plenty of trust-building habits, but there may be a few that don't happen as consistently. Look at the statements where you chose Sometimes or Never and choose one or two to focus on improving.	10-16 More opportunities to build trust Your answers suggest there are several everyday actions you could use more consistently to strengthen trust. Start small by choosing one habit at a time to focus on and practise regularly, then build from there.
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Section 2: Habits that can weaken trust

When we're busy, small unhelpful behaviours can creep in and gradually erode trust. As before, score yourself honestly on each statement and then add up your score.

- 3pts

| Always
- 2pts

| Sometimes
- 1pt

| Never

Which habits could weaken trust?

I avoid asking for help because I worry it will make me look less capable.

Always (3)

Sometimes (2)

Never (1)

I agree to things I'm not sure I can deliver because I don't want to disappoint people.

Always (3)

Sometimes (2)

Never (1)

I interrupt or jump in before someone has finished explaining their point.

Always (3)

Sometimes (2)

Never (1)

I become defensive when someone challenges my work or gives me feedback.

Always (3)

Sometimes (2)

Never (1)

I check messages, emails or other distractions while someone is talking to me.

Always (3)

Sometimes (2)

Never (1)

I pass on information before checking whether it's accurate.

Always (3)

Sometimes (2)

Never (1)

I'd rather assume or guess than admit I don't know something.

Always (3)

Sometimes (2)

Never (1)

I only share progress when somebody asks for an update.

Always (3)

Sometimes (2)

Never (1)

My score:

/30

What could be getting in the way of trust?

Add up your score to spot any habits that may be chipping away at trust over time.

8-13 Strong habits keep trust on track You are mindful in your behaviour towards others. Keep doing what is working, while staying aware of any areas where you sometimes slip.	14-18 A few habits are worth watching Some trust-eroding habits may be creeping into your day-to-day interactions. Look at where you scored highest and choose one or two small changes to focus on.	19-24 There's room to build stronger habits Your answers suggest some habits that may be affecting how others experience working with you. It can help to consider what might be driving them, such as a need for more support from your manager. Pick one area to work on first and build from there.
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Section 3: What did you notice?

Take a moment to reflect on your answers and the micro-behaviours that shape trust in your working relationships. Consider what habits make you trust someone.

If a colleague described what it's like to work with me, what would I want them to say?

For example: that I listen, follow through and they feel comfortable asking me questions.

One habit I already demonstrate consistently is:

For example: if something I've agreed with a co-worker needs to change, I let them know in advance and suggest an alternative option.

One small thing I could do more often is:

For example: I could confirm next steps after meetings instead of assuming everyone is clear.

One habit I'd like to do less often is:

For example: I could stop checking messages in a meeting, no matter how busy I am.

When I notice myself slipping into an unhelpful habit, I'll remind myself:

For example: taking a few extra seconds to consider and respond thoughtfully is better than reacting in the moment.

One action I'll focus on this month is:

For example: if I'm not sure about something, I'll ask for clarification rather than guess.