CreativeHuddle

CANVAS

TIME 45 minutes

GROUP One team

Teamwork

Team Trust Map

Agree on one page how your team builds trust and where you can lean on each other.

THE IDEA

Trust at work rests on two things: confidence in each other's competence and belief in each other's care. Both grow through small, everyday moments. Name what you count on each other for and how you look out for each other, spot the moments that build trust, then agree what you'll each do more of, where you can lean on each other and one team habit.

Materials. This canvas, printed large or on a shared online whiteboard, and sticky notes.

1 What we count on each other for

Which skills and strengths do we rely on in each other? COMPETENCE

2 How we look out for each other

How do we show we care about each other? CARE

3 Small moments that build trust

Which small, everyday moments build each kind of trust here?

COMPETENCE	CARE
○	○
○	○
○	○
○	○

4 One thing I'll do more of

Each person adds one small action that builds trust.

NAME	WHAT I'LL DO MORE OF

5 Where we can lean on each other

Each person adds one thing they're glad to help with and one thing they'd welcome help on. Then match the offers to the requests.

NAME	GLAD TO HELP WITH	WOULD WELCOME HELP ON	MATCHED WITH

6 Our habit

One small, regular habit.

What we'll do, and when	Who starts it	We'll check it on Pick a date 30 days on.

Competence and care come from Daniel McAllister's research on trust at work (Academy of Management Journal, 1995).

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WORKED EXAMPLE

TIME 45 minutes

GROUP One team

Teamwork

Team Trust Map

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THE IDEA

Trust at work rests on two things: confidence in each other's competence and belief in each other's care. Both grow through small, everyday moments. Name what you count on each other for and how you look out for each other, spot the moments that build trust, then agree what you'll each do more of, where you can lean on each other and one team habit.

Materials. This canvas, printed large or on a shared online whiteboard, and sticky notes.

1 What we count on each other for

Which skills and strengths do we rely on in each other? COMPETENCE

- Dev's figures are always right
- Aisha knows every client by name
- Ellie spots issues early
- Tom writes clear briefs

2 How we look out for each other

How do we show we care about each other? CARE

- Priya checks in after big meetings
- We cover for each other on leave
- Tom shares credit in reviews
- Ben remembers what matters to people

3 Small moments that build trust

Which small, everyday moments build each kind of trust here?

COMPETENCE

- ○ Doing what we said, on time
- ○ Saying when we're not sure
- ○ Sharing notes after calls
- ○

CARE

- ○ Asking how someone's doing
- ○ Thanking people by name
- ○ Offering help before being asked
- ○

4 One thing I'll do more of

Each person adds one small action that builds trust.

NAME	WHAT I'LL DO MORE OF
Aisha	Share client notes the same day
Dev	Ask before assuming
Ellie	Thank people by name in our chat
Tom	Check in after big meetings
Priya	Say when I'm not sure
Ben	Share credit in our updates

5 Where we can lean on each other

Each person adds one thing they're glad to help with and one thing they'd welcome help on. Then match the offers to the requests.

NAME	GLAD TO HELP WITH	WOULD WELCOME HELP ON	MATCHED WITH
Aisha	Client presentations	Spreadsheets	Dev
Dev	Spreadsheets	Presenting to clients	Aisha
Ellie	Proofreading	Planning my week	Tom
Tom	Planning my diary	Proofreading briefs	Ellie
Priya	Pricing questions	Welcoming a new hire	Ben
Ben	New starters	Pricing questions	Priya

6 Our habit

One small, regular habit.

What we'll do, and when

Start each Monday meeting with a help round: one offer and one request each.

Who starts it

Whoever chairs

We'll check it on

Pick a date 30 days on.

Mon 7 Dec, team meeting

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