**Teamwork: What’s Trust Got To Do With It?**

**Assessment**

This brief assessment is to evaluate your knowledge of teamwork—specifically, the importance of trust among team members and how to achieve it. Once you’ve completed this assessment, you can move on to view the program.

**Part I. Determine whether you agree or disagree with the following statements.**

1. Lack of trust among members of a work team can be beneficial, as it keeps everyone on their toes.

Agree

Disagree

<<Pop-up for correct answer (Disagree) >>

You’re right to disagree. According to current research, lack of trust is not beneficial and hinders productivity.

<<Pop-up for incorrect response (Agree)>>

Sorry, incorrect. According to current research, lack of trust is not beneficial and hinders productivity.

1. Concealing information from team members leads to an environment of mistrust.

Agree

Disagree

<<Pop-up for correct answer (Agree) >>

You’re right. Being open with information is a great way to build trust on a team.

<<Pop-up for incorrect response Agree)>>

Sorry, incorrect. Being open with information is a great way to build trust on a team.

1. An important element of trust among team members is friendship outside of work.

Agree

Disagree

<<Pop-up for correct answer (Disagree) >>

You’re right to disagree. The important element for trust among team members is how they behave with one another at work.

<<Pop-up for incorrect response (Agree)>>

Sorry, incorrect. The important element for trust among team members is how they behave with one another at work

1. A crucial element of trust among team members is respect for each person’s skill and expertise.

Agree

Disagree

<<Pop-up for correct answer (Agree) >>

You’re right to agree. Team members need to acknowledge each person’s skill and expertise in order to work together effectively.

<<Pop-up for incorrect response (Disagree)>>

Sorry, incorrect. Team members need to acknowledge each person’s skill and expertise in order to work together effectively.

1. The most important thing you can do for your team is to clearly articulate your promises.

Agree

Disagree

<<Pop-up for correct answer (Disagree) >>

You’re right to disagree. It's much more important to deliver on a promise than to clearly state one.

<<Pop-up for incorrect response (Agree)>>

Sorry, incorrect. It's much more important to deliver on a promise than to clearly state one.

**"Teamwork…"- Post Test**

**Multiple Choice: Read the statements below and select the best response.**

1. According to the video, trust among team members:

A. Once established, is hard to lose

**B. Is the foundation of teamwork**

C. Takes a short time to build up

D. Is not a major factor in the team’s success

<<Pop-up for incorrect answer (a) >>

Sorry, incorrect. The video actually implies that trust is easy to lose. Please try another answer.

<<Pop-up for correct answer (b) >>

You're right! The video demonstrates that without trust, teams cannot function effectively.

<<Pop-up for incorrect answer (c) >>

Sorry, incorrect. The video basically demonstrates the opposite. Please try another answer.

<<Pop-up for incorrect answer (d) >>

Sorry, incorrect. The video implies that trust is a major factor. Please try another answer.

2. After the first team meeting in the video, Walter is angry because:

A. Everyone ignores him

B. He feels he didn’t present his points well

C. Another team member insults him

**D. He thinks he's the only who knows what he's doing**

<<Pop-up for incorrect response (a)>>

Sorry, incorrect. The problem is not that Walter is ignored. Please try another answer.

<<Pop-up for incorrect answer (b) >>

Sorry, incorrect. Walter doesn’t think he did anything wrong. Please try another answer.

<<Pop-up for incorrect response(c)>>

Sorry, incorrect. No one actually insults Walter. Please try another answer.

<<Pop-up for correct response (d)>>

You're right! Walter doesn't recognize the other team members' expertise.

3. When Walter’s office mate, Sean, says, “Trust is a 2-way street,” he means:

**A. If you don’t trust someone, it’s likely they don’t trust you**

B. Trust can go in any direction

C. If people are disagree on an issue, they can’t trust each other

D. No one trusts Walter

<<Pop-up for correct response (a)>>

You're right! That was his point exactly.

<<Pop-up for incorrect response (b)>>

Sorry, incorrect. That is not what he meant. Please try another answer.

<<Pop-up for incorrect response (c) >>

Sorry, incorrect. He’s not talking about people disagreeing. Please try another answer.

<<Pop-up for incorrect answer (d) >>

Sorry, incorrect. That's really not the point Sean is making. Please try another answer.

4. Walter begins to gain trust from Marlese (the accountant who’s worried about budget) by:

A. Praising her for the good job she does

B. Reminding her that only he knows about software

C. Confiding in her about Susan’s lack of knowledge

**D. Being open with her and giving added information about the software**

<<Pop-up for incorrect response (a)>>

Sorry, incorrect. He doesn’t praise her. Please try another answer.

<<Pop-up for incorrect response (b)>>

Sorry, incorrect. He doesn’t say that, even though he may think it. Please try another answer.

<<Pop-up for incorrect response (c) >>

Sorry, incorrect. That is not what makes Marlese trust him. Please try another answer.

<<Pop-up for correct answer (d) >>

Correct! He’s open with her about his own frustration, and he gives her useful information about the software costs.

5. In order for Walter to gain Mario’s (the factory manager) complete trust, he needs to:

A. Get everything in writing

B. Support one of Mario's proposals first

**C. Get Susan (customer service manager) to support Walter's software upgrade**

D.Buy Mario lunch

<<Pop-up for incorrect response (a)>>

Sorry, this was never brought up by Mario. Please try another answer.

<<Pop-up for incorrect response (b)>>

Sorry, incorrect. Sorry, this was never brought up by Mario. Please try another answer.

<<Pop-up for correct response (c) >>

Correct! Mario sees Susan as the expert on customers’ needs, so if she supports Walter’s web project, Mario will trust that it’s the right way to go.

<<Pop-up for incorrect answer (d) >>

Sorry, incorrect. Sorry, this was never brought up by Mario. Please try another answer.

 6. Which of the following was **not** one of the ways Walter ultimately gained Susan’s trust?

 **A. He demonstrates his expertise on web design**

 B. He acknowledges her expertise on customer’s needs

 C. He seriously listens to what her concerns are about the web project

 D. He follows her suggestion to talk to customers

<<Pop-up for incorrect response (a)>>

Correct! To gain Susan’s trust, he had to first respect her expertise before she could appreciate his.

<<Pop-up for correct response (b)>>

Sorry, incorrect. That was one of the ways he did gain Susan’s trust. Please try another answer.

<<Pop-up for incorrect response (c) >>

Sorry, incorrect. That was one of the ways he did gain Susan’s trust. Please try another answer.

<<Pop-up for incorrect answer (d) >>

Sorry, incorrect. That was one of the ways he did gain Susan’s trust. Please try another answer.

7. In a conversation with Sean, Walter dismisses his team member’s concerns and has no intention of dealing with them. At this point in the video, Walter is:

A. Is worried that things will backfire

B. Convinced Sean doesn’t really understand how trust works

C. A shrewd team player who knows how to keep people’s trust

**D. Insincere about building trust and just sees it as a way to look good**

<<Pop-up for incorrect response (a)>>

 Sorry, incorrect. Walter believes he's done everything he need to do to get his way. Please try another answer.

<<Pop-up for incorrect response (b)>>

Sorry, incorrect. Sean understands trust better than Walter does. Please try another answer.

<<Pop-up for incorrect response (c) >>
Sorry, incorrect. Walter is actually showing he doesn’t know how to keep people’s trust. Please try another answer.

<<Pop-up for correct answer (d) >>

Right! At this point, Walter only wants to get his way, not gain lasting trust.

8. In the final team meeting, how do the other team members demonstrate that they trust Walter?

A. They vote him in as team leader

**B. They do what he has asked and give their approval for his web design**

C. They openly praise him to upper management

D. They all admit they were wrong to disagree with his ideas

<<Pop-up for incorrect response (a)>>

Sorry, incorrect. There is no vote for team leader. Please try another answer.

<<Pop-up for correct response (b)>>

Correct! Mario and Marlese do what Walter had asked them, and Susan finally gives her approval for his web design.

<<Pop-up for incorrect response (c) >>

Sorry, incorrect. Upper management is not present at the meeting. Please try another answer.

<<Pop-up for incorrect answer (d) >>

Sorry, incorrect. Although they accept his ideas, they don’t admit they were wrong to disagree. Please try another answer.

9. In the final team meeting, how does Walter show that he now trusts the other team members? **A. He withdraws his proposal, acknowledging the valid concerns of his team**

B. He admits that Susan has better ideas about web design

C. He proposes a new web design idea, which Mario had suggested

D. He defers to Marlese, allowing budget to determine the web design

<<Pop-up for correct response (a)>>

You're right! After talking to each team member, he finally acknowledges that they had valid concerns which he had been ignoring.

<<Pop-up for incorrect response (b)>>

Sorry, incorrect. Susan does not present ideas about web design. Please try another answer.

<<Pop-up for incorrect response (c) >>
Sorry, incorrect. Mario has not suggested a new web design idea. Please try another answer.

<<Pop-up for incorrect response (d) >>
Sorry, incorrect. This just doesn’t happen. Please try another answer.

10. In Walter’s final summary to viewers, what 3 qualities does he believe are necessary for building and

maintaining trust?

**A. Openness, credibility and respect**

B. Credibility, expertise, and skill

C. Openness, commitment and fair play

D. Respect, praise, and compromise

<<Pop-up for correct response (a)>>

You're right! Those are the 3 qualities Walter discusses.

<<Pop-up for incorrect response (b)>>

Good guess, but not the 3 qualities Walter discusses. Please try another answer.

<<Pop-up for incorrect response (c) >>
Good guess, but not the 3 qualities Walter discusses. Please try another answer.

<<Pop-up for incorrect response (c) >>
Good guess, but not the 3 qualities Walter discusses. Please try another answer.