

Sample Report

Communication and Trust Survey™

*Communication Effectiveness
&
Trust Level*

Presented By:

































































Cunningham, Inc. , Your Partner in Performance Improvement

Phone: 810.225.0490 Fax: 810.225.0491

Email: info@leaderslearning.com

Communication Effectiveness Report
Sample Company
Dated 01-Oct-2002
The Communication and Trust Survey

	very unclear		moderately unclear		moderately clear		very clear	Team Clarity	Team Approval
Purpose	 1		 1  1	 2  1	 5  4	 12  3	 20	81%	86%
Values	 1	 1	 1  2	 3  5	 14  3	 8  1	 11	70%	86%
Vision			 2  1	 3  1	 6  6	 11  6	 11  3	78%	77%
Goals			 1  1	 3  4	 8  7	 11	 12  3	77%	85%
Procedures			 1  1  1	 1  8  1	 5  7  2	 10  1	 9  3	73%	72%
Roles				 3  2	 4  9  2	 8  5	 16  1	81%	77%

Position = Clarity
Countenance = Approval

**Trust Level Report
Sample Company
Dated 01-Oct-2002
The Communication and Trust Survey**

	low				median				high	Team Trust Level
Openness			2	1	9	5	9	9	15	79%
Straight Forwardness	1		2	4	4	11	12	8	8	73%
Acceptance		2		1	7	5	14	6	15	79%
Reliability	1		1	2	3	3	12	12	16	82%

Comments Report
The Communication and Trust Survey
Sample Company

01-Oct-2002

Question 1

Do people in this group have adequate knowledge of what others in this group are doing?

Team Member

- Only very surface knowledge is released. Knowledge is highly focused within 1 or 2 people's heads ONLY.
- lack of cross departmental communications
- job rotation in place in every one to two years to ensure cross understanding
- In the Finance group, every staff is very aware of others' duties and responsibilities and how their work mesh in with the entire team's output. Staff members are periodically rotated and assigned to different jobs for learning and relief purposes.
- We have worked closely on some projects
- Has a schedule showing tasks to work on for each member
- The progress of work/project changes very fast, therefore we cannot update immediately for other's work.
- My group only has two members (me and my supervisor).

Question 2

Is there gossip among individuals within the group?

Team Member

- Working style may be different within each other.
- People are busy on their work and no time to have gossip
- Especially when the boss is not in office or goes to a meeting
- The Finance environment is 'heads down and do the work' due to pressures of report deadlines, and as team members are privy to much confidential data, generally every one tends to be discrete and do not propagate much gossip.
- A bad culture has been inherited from prior to the merger.

Question 3

Overall, do people in the group respect each other's contribution?

Team Member

- they do not understand what other people are doing and therefore cannot appreciate their achievement
- No, not since last year. Sad!
- The contributions of each member is part of a chain of inputs that results in the final output, i.e. the financial reports. The group's environment is symbiotic, as work is very much inter-dependent.
- among the supervisors but not the juniors

Question 4

Can individuals within the group count on others to give support when they need it?

Team Member

- Except for skills limitations, individuals can be counted on to give support whenever needed, especially since no fallouts in the workchain can be tolerated without an impact on output.
- When the boss is told
- It comes down to your personal relationship with other 'circles' in the team. Although there is sort of workflow structure, it doesn't work that way.
- Some staff work on personal relationships or preference when offering support but some others are very helpful

Question 5

Do individuals within the group exchange factual information?

Team Member

- some individuals like to hold back information
- They 'bend' the info to push you to work/prioritize work in their direction.
- When the information is of benefit to some individuals
- Financial information is factual, cut and dry.

Question 6

If individuals within the group are in disagreement, do they discuss the problem with one another?

Team Member

- The group functions cohesively and amicably, and dissenting views are mostly always discussed and flushed out.
- No disagreement possible. It is because the circle which has a member of the Senior Management dictates everything. Shut up and do it in whatever you (1 person) can manage to do it.
- normally yes because lots of decisions are required in day to day operations