



Australian Government
Australian Taxation Office



Reflection Activity: OHAAT Own It

The Trust Equation

15 – 30 minutes

To **Own it** and be accountable means to be committed to succeed, and therefore to take ownership of outcomes. It means owning success as well as failures and creating a climate of safety to admit when we're wrong and learn from it. Integrity is central to this. To be accountable also means to take ownership of your own development.

Activity overview

The Trust Equation is an approach to quantifying the trustworthiness you experience in relationships.

Watch this [video](#) (2 minutes) that explains the Trust Equation.

$$\text{Trustworthiness} = \frac{\text{Credibility} + \text{Reliability} + \text{Intimacy}}{\text{Self-Orientation}}$$

Instructions

After watching the video, complete the activities and reflect on the reasons for your ratings.

If possible, discuss with a peer whilst keeping the 'who' anonymous.

- **Credibility** – has to do with the words we speak, e.g., “I can trust what she says about intellectual property; she’s very credible on the subject.”
- **Reliability** – has to do with actions, e.g., “If he says he’ll deliver the product tomorrow, I trust him, because he’s dependable.”
- **Intimacy** – refers to the safety or security that we feel when entrusting someone with something, e.g., “I can trust her with that information; she’s never violated my confidentiality before, and she would never embarrass me.”
- **Self-orientation** – refers to the person’s focus, e.g., “I can’t trust him on this deal — I don’t think he cares enough about me, he’s focused on what he gets out of it.” Or more commonly, “I don’t trust him—I think he’s too concerned about how he’s appearing, so he’s not really paying attention.”

Scenario

Complete the below ratings whilst thinking about **a great relationship** you have.

For each factor give a rating between 1 and 5.

	Low					High
	1	2	3	4	5	
Credibility						
Reliability						
Intimacy						
Self-Orientation						

Consider:

- What did you notice about your results?
- What are the strengths in this relationship?
- How have you been able to build this relationship strength?

Complete the below ratings whilst thinking about **a challenging relationship** you have.

	Low				High
	1	2	3	4	5
Credibility					
Reliability					
Intimacy					
Self-Orientation					

Consider

- What did you notice about your results?
- What might be causing the trust imbalance?
- How could you improve the trust in the relationship?