TRUST IN PARTNERSHIP TRACKER GUIDANCE NOTE

Note: This tool is in draft form. The tools developed by the Beyond Barrier's project will be validated and updated in the coming months by humanitarian practitioners in several contexts to ensure appropriateness and applicability.

PURPOSE

Developed by the Beyond Barriers project, the Trust in Partnership Tracker aims to provide a framework to evaluate and monitor the actions and behaviors that affect trust in partnership. It sets out the four main categories of trust in partnerships, together with the components and actions which build and sustain them.

WHO IS IT FOR?

The Trust in Partnership Tracker is to be used by all stakeholder groups who work in partnership in the humanitarian sector.

ACTIONS & BEHAVIORS THAT BUILD TRUST

- Respect & Humility
- Loyalty & Solidarity
- Predictability & Reliability
- Transparency

HOW THE TOOL WORKS

The Trust in Partnership Tracker has two main purposes. The tool should be used for self-reflection and to address issues affecting trust in a partnership. It can also be used with partners to form stronger partnerships by assessing how you perform on the four categories of trust and inviting feedback from your partner. The partner should also assess their own performance and invite your feedback.

The first step when using the tool is to recognize the power dynamics in the partnership. The aim of all partnerships should be to be as equitable as possible. However, in most cases, one partner holds more power than the other. It is important to reflect on this at the outset of the partnership and the use of this tool.

Mutual Trust Tracking

Partners can use the tool to have open and honest conversations about how they can improve the trust in the partnership. It is recommended that both partners use the tools as described in 'self-reflection' over the period of one year (or period relevant to context). There should be a meeting of partners arranged, to present on the areas each partner believes they have performed as promised and where there were challenges. It is an opportunity to explain the reasons for both. Once feedback is provided by both, there should be mutually agreed upon action points to be taken into the next year or period.

Self-Reflection

The first objective in using the tool is for stakeholders to analyze their performance across the four identified categories of trust and provide honest assessments of where the team is performing well or where it needs to improve. The tool encourages teams to list out the actions required to build and maintain trust on an ongoing basis. These action points should be followed up on and assessments made on the component of trust. It is recommended that teams use this on a quarterly basis. However, the timeframe can be adapted depending on the context.