

	CARING	HONEST	RELIABLE	COMPETENT
LEVEL 5	<p>They seem to have an innate sense for my needs and interests and, without prompting, work towards an outcome that is win-win for both of us</p> <p>3</p>	<p>They tell the truth regardless of self-interest; I always get the full picture</p> <p>3</p>	<p>They consistently do what they say they'll do; my commitments are safe with them</p> <p>3</p>	<p>They exhibit mastery by anticipating what needs to be done in any situation and knowing how to do it intuitively</p> <p>5</p>
LEVEL 4	<p>They ask about my needs and interests and will generally take opportunities, when they crop up, to realise common goals</p> <p>2</p>	<p>I feel confident they are telling the truth because I have checked on a number of occasions</p> <p>2</p>	<p>They mostly do what they say, and let me know in advance if they need more time or help</p> <p>2</p>	<p>They are expert, responding quickly to a manifest need through a mix of reasoning and some intuition, drawing on a repertoire of rules-based approaches</p> <p>4</p>
LEVEL 3	<p>When specifically asked, they will make some effort to accommodate my needs and interests</p> <p>1</p>	<p>Sometimes I have to ask questions to get the full picture</p> <p>1</p>	<p>In the end the task gets done, though sometimes after a reminder, and/or sometimes late</p> <p>1</p>	<p>They are proficient, showing good familiarity with the rules, which allows them to calculate a dependable response across most situations</p> <p>3</p>
LEVEL 2	<p>They are sometimes not receptive to requests for cooperation</p> <p>0</p>	<p>Often what they tell me doesn't feel right, or quite match other accounts</p> <p>0</p>	<p>If I don't hassle them it doesn't get done</p> <p>0</p>	<p>As an experienced beginner, they follow rules and instructions and show some ability to adapt to unexpected situations</p> <p>2</p>
LEVEL 1	<p>Intentionally or not, they sometimes seem to work against my interests</p> <p>0</p>	<p>It's clear to me they are obfuscating and deflecting to protect their self-interest</p> <p>0</p>	<p>They never deliver and are immune to pleas and threats</p> <p>0</p>	<p>A novice, they laboriously follow rules, and are flummoxed when there is no obvious application of them</p> <p>1</p>

TABLE 1. The Trustworthy Tracker (© Copyright Dave Stitt 2013)