

# Customizing Trustworthiness Worksheet

## *From the Engage! Toolkit for Courts*

### **Suggested Directions for Use:**

- Complete individually and then share answers with diverse other collaborators.
- Try to come up with initial answers to all questions (don't get stuck on a question).
- Do not seek consensus; seek and record a diversity of views and experiences.
- Review and revise your answers before and after engaging with your target groups.
- Share your thoughts and insights with other toolkit users. Send your answers, insights, and suggestions for use to [kvagenas@ncsc.org](mailto:kvagenas@ncsc.org).

### **1. Who do you want to trust you/your court?**

*E.g., Marginalized groups or everyone? Court users or the general public? Hint: Choosing a specific group or population is likely to be more manageable than choosing "everyone."*

### **2. What do you want them to trust you to do and why? What would it look like if they did?**

*E.g., Trust you to...Control crime or protect rights? Ensure justice in process or justice in outcomes? E.g., They would then...Attend your public engagements? Follow your directives? Not protest against you? Work collaboratively with you on specific issues?*

### **3. What are their vulnerabilities? That is, what are the harms that the public cares about? In what ways are people vulnerable within the current system, or how does trusting you (as you described in #2) make them vulnerable?**

*E.g., Are those potential harms outcomes or processes? Physical, material, emotional? Do they impact individuals or communities? Do the courts actually control them, only seem to control them, or not control them?*

### **4. What would it look like, to the public, for your court to be trustworthy in light of the vulnerabilities in #3?**

*E.g., What does it mean to have ability, benevolence, integrity in this specific situation? How would your trustors know you are trustworthy? Is that trustworthiness expressed in direct experiences with you or vicarious experiences through media, friends, family?*

**5. What could you/your court do or change to show trustworthiness?**

*E.g., How could you adjust your processes, outcomes, or messaging? What can you NOT do? Can you employ help from others to do the things that are important to the public, and which you cannot do yourself?*

**6. What else? What aspects of the trustor, context, and previous experiences are likely to get in the way of building trust as you have outlined above? Who else do you need at the table to help?**

*E.g., Are there important previous events for individuals or communities? Are there important social barriers (norms, culture, etc.)? Do you need to ask for additional collaborators to do the things you/your court cannot do?*

**7. What are the vulnerabilities you/your court feel/feels towards the public?**

*E.g., In what ways might the public make your job harder? Is there concern that the public be disrespectful of your effort? Do you trust the public to have ability, care, and integrity to collaborate with you on identified needed reforms? What happens to you if the public is not trustworthy?*

**8. What, if anything, could be done to increase your/your court's trust in the public, and increase your/your court's own willingness to accept vulnerability within engagements with various publics?**

*E.g., Do you need to engage members of your court staff to learn more about the potential of public engagement? Do you need to find funding so that this additional effort does not become an extra burden? Do court judges and staff need extra training so they can feel confident dealing with any controversy that could arise? Will extra security be needed so staff feel safe during the engagements?*