

Team Effectiveness - Survey Report



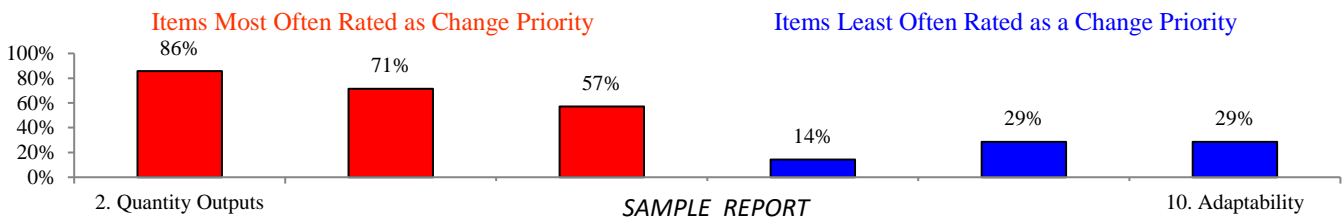
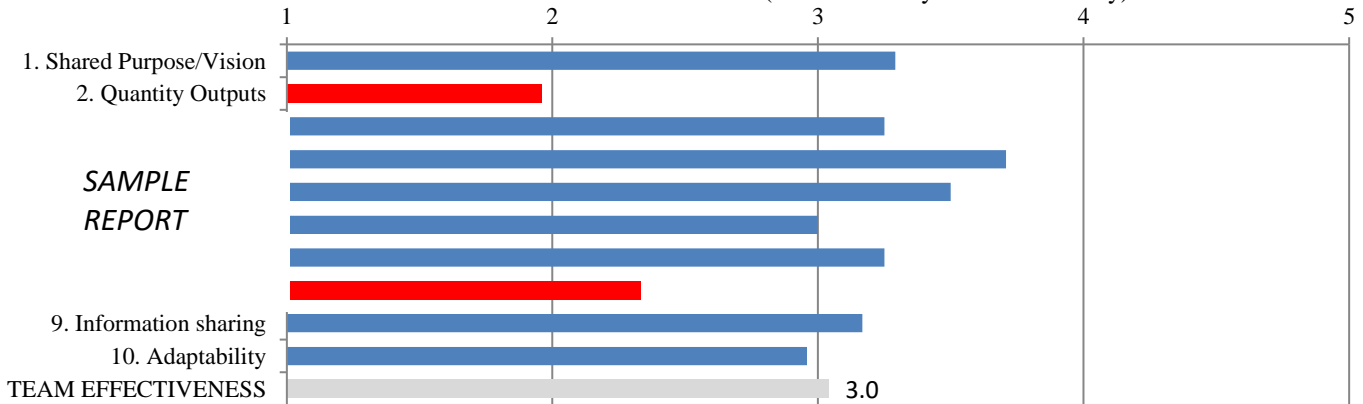
Team Name: Quality Team
 Organization: PERF
 Date Completed: 7/30/17

Distribution of 7 Feedback Providers by Group
 Team Members: 3
 Team Customers: 2
 Lead or Manager: 1
 Other Team-Raters: 1

Interpretation: this survey reports rater feedback on how often a team is meeting 10 Standards of Effective Teamwork on a scale of 1 = Rarely to 5 = Consistently. Scores of below 3 indicate improvement is need, especially if raters identified it as a *Change Priority*.

10 STANDARDS OF TEAM EFFECTIVENESS	Rater Groups and Scores					
	Team Member	Lead or Manager	Team's Customers	Other Raters	AVG Rating	Change Priority
How Often Are These Standards of Excellence Being Met? (Scale: 1 Rarely 2 Infrequently 3 Sometimes 4 Usually 5 Consistently)						
1. Team members share a common purpose and vision of the future. Team goals are clear, achievable, accepted by all.	3.7	3.0	3.5	3.0	3.3	43%
2. Team performance outputs consistently meet customer and company quality requirements on schedule.	2.3	2.0	1.5	2.0	2.0	86%
	3.0	3.0	4.0	3.0	3.3	29%
	3.3	4.0	4.0	3.0	3.7	43%
	4.0	4.0	3.0	3.0	3.5	14%
	3.0	3.0	4.0	2.0	3.0	43%
	3.0	3.0	3.0	4.0	3.3	57%
	2.3	2.0	3.0	2.0	2.3	43%
9. Information is shared. Members collaborate, brainstorm ideas and allow different viewpoints. People can be creative and take risks.	2.7	3.0	4.0	3.0	3.2	71%
10. The Team adapts to change. New circumstances and challenges are met with flexible responses and attitudes.	3.3	3.0	3.5	2.0	3.0	29%
61% Average Team Effectiveness Rating (Scale 1-5)	3.1	3.0	3.4	2.7	3.0	

How Often Team Meets 10 Effectiveness Standards (Scale: 1 Rarely to 5 Consistently)





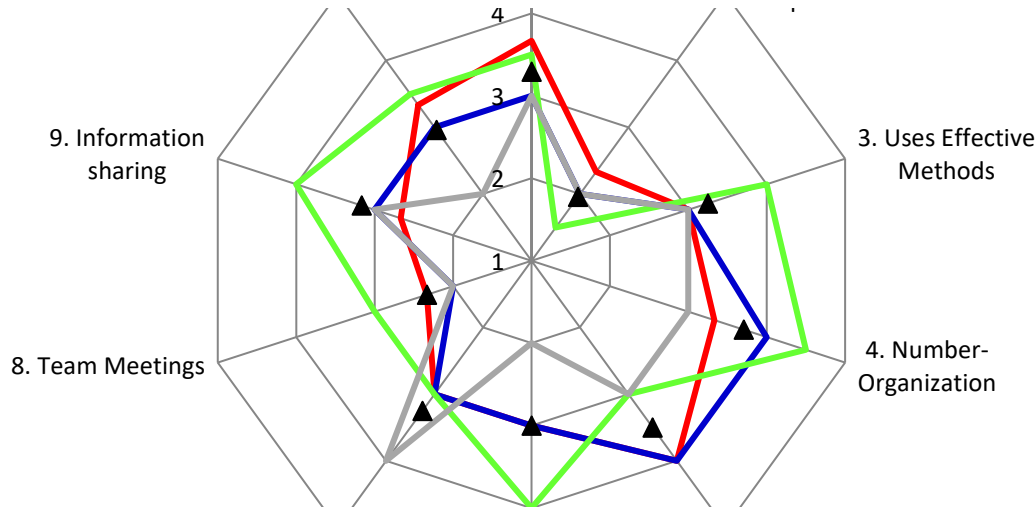
Radar Plot Interpretation Guide: the rchart below illustrates how much raters agree on the team's effectiveness. Scores/line are close together indicate ratings accuracy and consistency; however, large gaps may be a sign of bias, or major differences in how effectively the team interacts with differnt rater groups. Discussion of what messages are being sent can be particularly useful.

Comparison of Feedback Group Ratings - 10 Standards of Effective Teamwork

Scale: 1 = Rarely, 2 = Infrequently, 3 = Sometimes, 4 = Usually, 5 = Consistently)

- Team Member
- Lead or Manager
- Team's Customers
- Other Raters
- ▲ AVG Rating

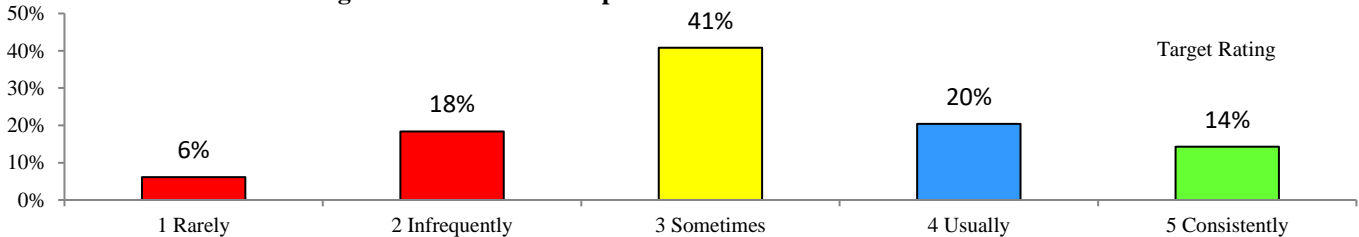
Sample Report

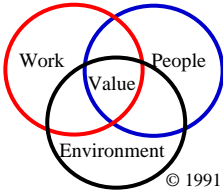


Sample Report

Overall ratings can help illustrate the amount of work it is likely to take to improve team effectiveness. If most scores are high 4-5 then only fine tuning a few areas is likely all that is needed but if the distribution of scores is largely 3 or below the team needs to recognize it is likely to require significant time/effort to revise team performance or relationships. Are ratings true? Usually, yes but even in cases of bias the raters perceptions feel like reality to them so treat it as team goal to improve scores toward Target Effectiveness - a perfect 5 rating and to achieve this across all rater groups.

Distribution of Ratings - All Feedback Groups





RATER RECOMMENDATIONS TO IMPROVE TEAM EFFECTIVENESS

The team's ongoing purpose is to create VALUE by 1) identifying, developing and applying team members' talents toward team goals, 2) finding ways to do more of the right things the right way on time through productive collaboration of team members and their stakeholders, and 3) continuously adapting, refining, improving team performance. Feedback providers suggested the following Work-People-Environmental changes to achieve this.

A) WORK CHANGES - recommended changes in the team's WORK goals-priorities-processes-results

Quality-Quantity-Timeliness-Accountability of Work Outputs

Distribute the workload more evenly - some people are carrying heavier loads; Get information on time to project leaders; Collaborate; Train the newbies better; Documentation is a burden to productivity;

Work Methods-Procedures-Distribution of Assignments

Clarify what our priorities really are; Change the sequence of scheduling so we do not have so many back to back rush projects; Ask what is on our plate before delegating more; No changes - it works fine right now; Put upcoming projects on a calendar we can all access; Ask sales to report earlier if customization is needed;

B) PEOPLE CHANGES - suggested changes in PEOPLE on this team and how well they interact

Ability to Perform (Skills, Knowledge, Experience)

Train the new procedures; Replace non-performers; Build team spirit; Assign a mentor until people get the experience they need; Limit hours working on complex tasks continuously - need a break and then;

Willingness to Perform (Attitudes, Values, Beliefs, Motivation)

Low motives in a few; Generally good attitudes until we hit a snag then tempers come out; What people believe is the future here is inconsistent - we need to agree; Team values missing in some; Work ethic - be on time!;

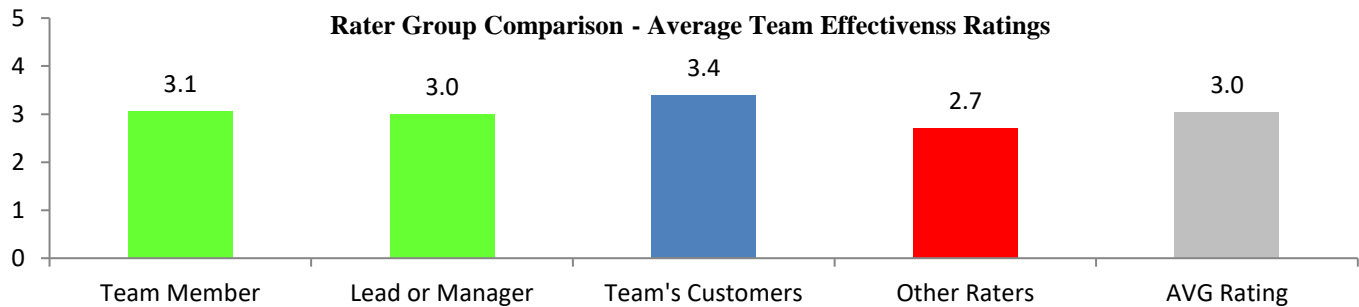
C) ENVIRONMENTAL CHANGES - proposed changes in the team culture-resources-leadership?

Technical (Leadership, Information, Tools, Materials)

Missing equipment needed to test; Materials flow leads attention in peak workload times; Tools for testing are missing or being used;

Interpersonal (Respect, Trust, Collaboration, Culture)

Trust is an issue with a few members; We need more tolerance of personality differences; Leadership should come from within the team most days; Culture needs time to grow;



SUCCESS (PERFORMANCE-GROWTH-SATISFACTION-WELL BEING) STRATEGIES

START DOING

Start hiring people who can learn; Looking at workloads before delegating more tasks; Asking people to stay on agenda at meetings so we can get out of there and go to work; Giving raises or bonuses to people who go the extra mile and contribute more; Maecenas culpa Vehicula dolorem quis at? Euismod integer, neque dui;

STOP DOING

Meeting without a clear defined purpose; assigning work roles at the last minute; letting some team members come in late without any consequences

CONTINUE DOING

Delivering quality to customers; sharing information; helping each other get a difficult job done