TeamTalk Report

Strategy

Results

Roles

People
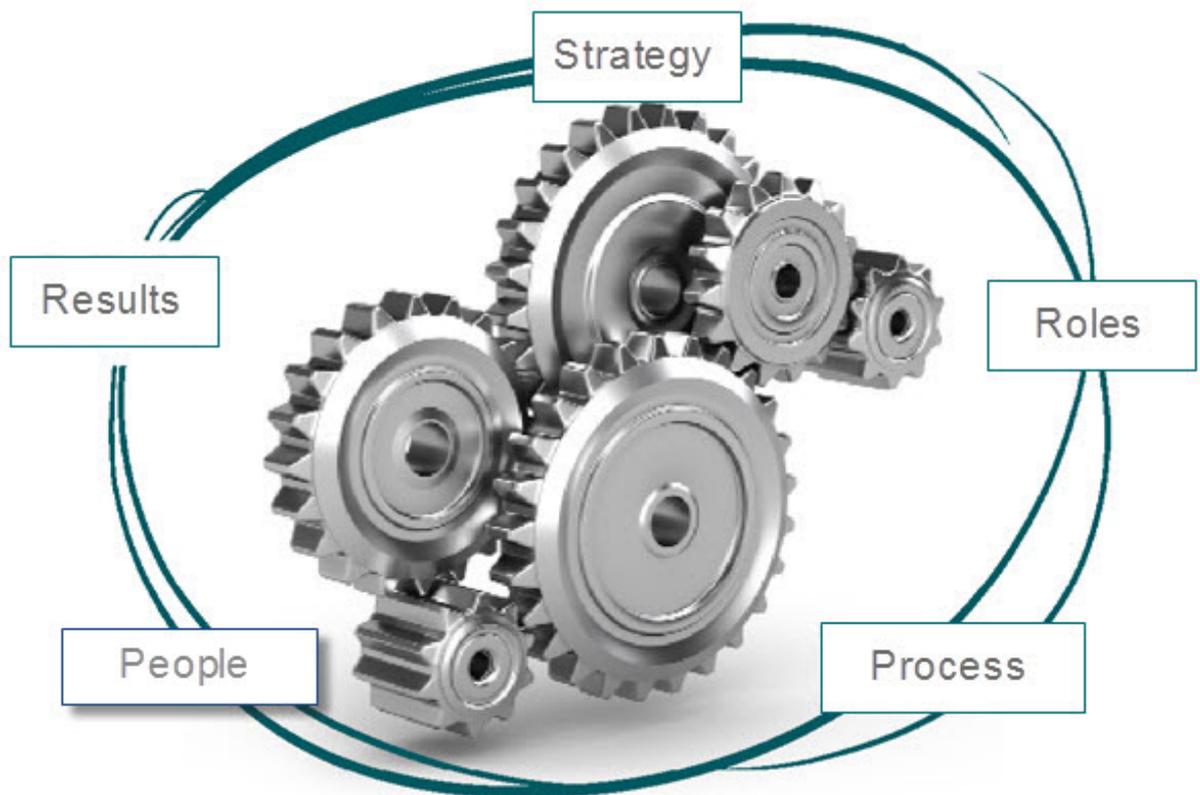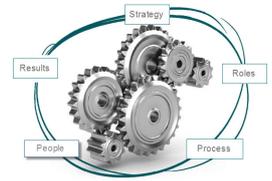
Process

Prepared for Amanda Thomas
30-Mar-2015

"Team work is a strategic imperative, not a choice" Patrick Lencioni

Businesses succeed or fail based on the effectiveness of the individuals and teams that they have.

We know from experience that people who feel good about themselves perform better. Research tells us that high functioning teams who enjoy their working environment and interactions with each other deliver better business results.

This profile will give you and your team an opportunity to talk about what is working well in your team and what changes you could make to develop your team performance.

What the report tells you

The TeamTalkï¿½ profile shows the scores for the five key dimensions of high functioning teams:

|	
Strategy	The team has a clear vision, purpose and plan
Roles	Individuals are clear on their roles and responsibilities, knowing how they need to support each other
Process	The team has good processes and systems to enable efficient delivery of objectives
People	Individuals trust each other and enjoy their time together
Results	The team focuses on delivering excellence in all they do
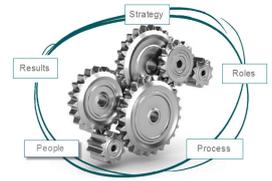
Number of team members participating: 8

Name
Paul Roberts
Emily Smith
Tom Carter
Dave Mitchell
Jenny Taylor
Helen Walters
Amanda Thomas
Mark Whiting
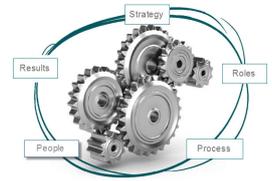
This chart shows a summary of the different scores for each of the 5 team dimensions. Look for similarities and how consistent the scores are across the different areas
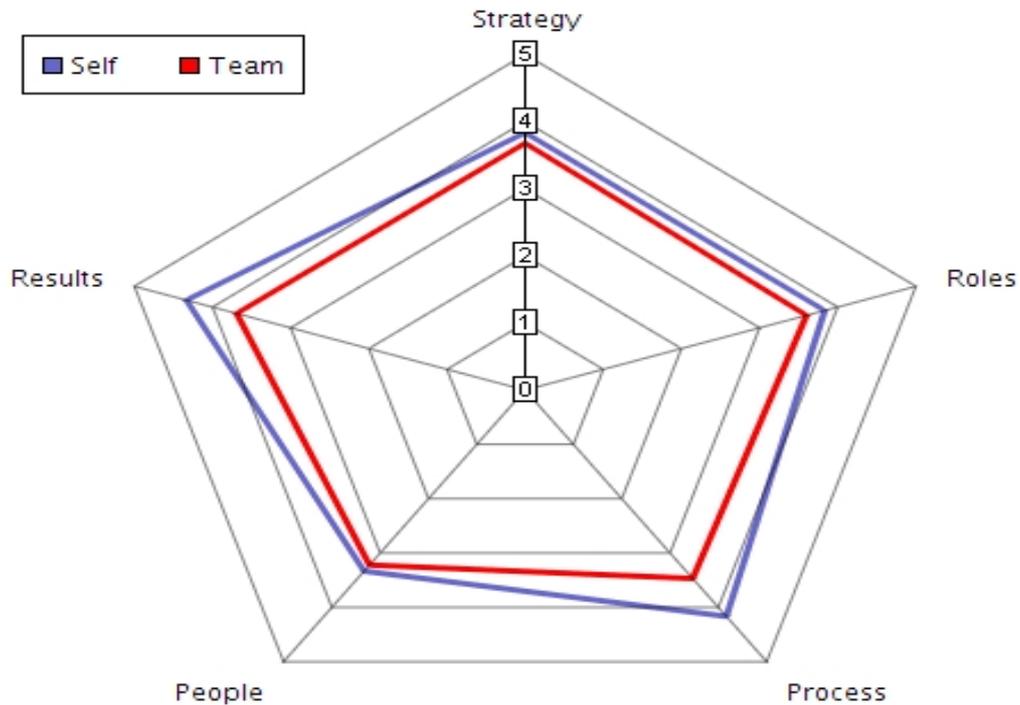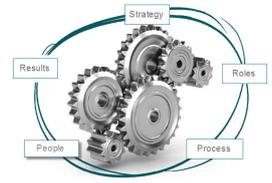

Legend:

1	Strongly Disagree
2	Disagree
3	Neither
4	Agree
5	Strongly Agree

Tip:
Identify similarities and differences between how you have scored the dimensions and how the overall team has scored.

Comparison View of Relative Strengths and Weaknesses

The following tables are divided into two groups of two tables. The first group of tables shows the top 5 and bottom 5 scores as ranked by the average of the whole team score (Team column). The second group shows the same, but this time ranked by your scores (Self column).

- Look at the pattern of scores and identify the areas that would be good to talk further about.
- Consider the differences between your view and the team views.
- Discuss why individual team members have scored differently and give examples
- Work on the lower scoring dimensions but also look at how to leverage the team strengths
- Identify the areas that you could work on that would create quick wins

Team View - Strengths

| Rank	Competence	Behaviour	Self	Team
1	Results	Reflect and review performance in order to continually improve	4	4.6
2	Roles	People admit mistakes and take responsibility when things go wrong	4	4.5
3	People	Interpersonal conflict is managed well	5	4.3
4	Results	The team celebrates reaching milestones as well as achieving results	5	4.2
5	Strategy	Strategies for achieving the plan are clear	3	4.2

Team View - Weaknesses

| Rank	Competence	Behaviour	Self	Team
1	People	Different ideas and views are encouraged and challenged from all team members	3	2.2
2	Results	Team members support decisions even if they initially disagreed with the decision	3	2.5
3	Strategy	The team continually focuses on the future	3	2.6
4	Process	Processes are created by the team that inspire both cooperation and alignment	3	2.6
5	People	Team members actively listen to each other to ensure mutual understanding	3	2.6

Personal View - Strengths

Rank	Competence	Behaviour	Self	Team
1	Roles	Team members hold each other accountable for their behaviours and actions	5	3.9
2	Process	The team co-ordinates efforts well with other teams and relevant external parties to achieve results	5	4.0
3	Roles	The team are seen as role models by others, living the company values	5	3.9
4	Results	The team celebrates reaching milestones as well as achieving results	5	4.2
5	Results	Team members end discussions with clear, specific resolutions and calls to action	5	4.0

Personal View - Weaknesses

Rank	Competence	Behaviour	Self	Team
1	Roles	Team members understand each other's roles and how they fit together	2	3.2
2	People	Everyone creates a positive environment with fun and energy	2	3.2
3	Process	Processes are created by the team that inspire both cooperation and alignment	3	2.6
4	People	Different ideas and views are encouraged and challenged from all team members	3	2.2
5	Strategy	The team continually focuses on the future	3	2.6
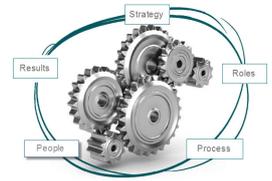
Overall Score

Self   Team Average
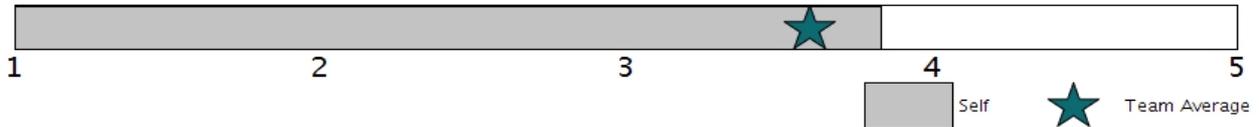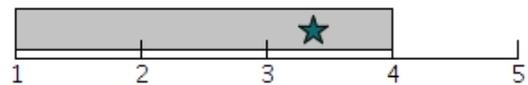
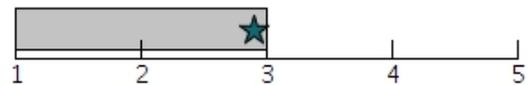Team members understand each other's roles and how they fit together

People are prepared to help each other out and support one other

Team members hold each other accountable for their behaviours and actions

The team actively uses the unique strengths and talents of its members

People admit mistakes and take responsibility when things go wrong

The team are seen as role models by others, living the company values

Roles

A high performing team has clarity on its overall purpose but also clarity of what each team member is responsible for. They know how they fit together and what the inter dependencies need to be between each of the different roles. This ensures that team members know what is expected of each other and can help each other out when needed. People will ask for help and not be afraid to own up to mistakes. This honesty between team members enables them to feel comfortable holding each other to account when things go wrong.

A team with clear roles and responsibilities will be able to save time on process and work more effectively, particularly in times of uncertainty and change, being able to pull together without worry of treading on each other's toes.
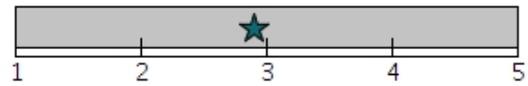
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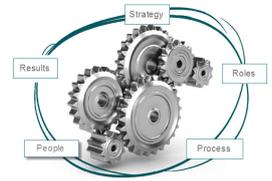
Overall Score
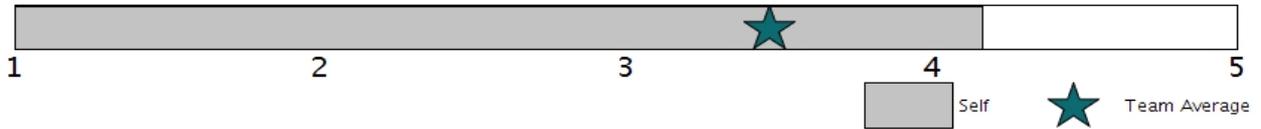
Processes are created by the team that inspire both cooperation and alignment

The team is open to exploring different ways of doing things

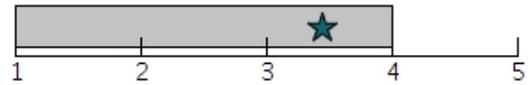Team decisions are made with the input and involvement of relevant parties

The team co-ordinates efforts well with other teams and relevant external parties to achieve results

The team is rigorous in execution by use of effective planning and discipline in follow through

Team adapt quickly to change and flex their ways of working when needed

Process

The best teams have a clear strategy and clear roles and responsibilities. This is backed up by good team processes and systems that smooth the wheels of day to day team working. Simple processes for communication, reporting, highlighting issues and problem solving are agreed by everyone and used by all. This consistency of approach enables problems to be solved quickly and decisions made with the involvement of the right people at the right time. Teams with good process can adapt quickly and change tack when needed.
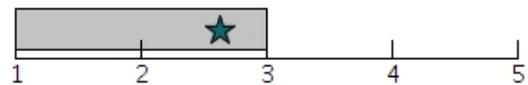
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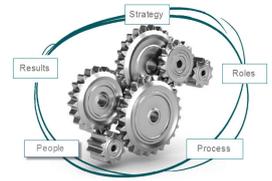
REPRESENT

Overall Score

| | Self | ★ Team Average |
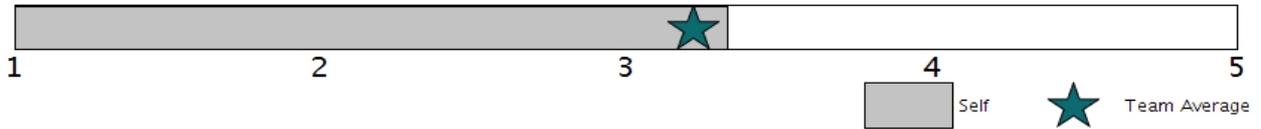
Different ideas and views are encouraged and challenged from all team members

Team members actively listen to each other to ensure mutual understanding

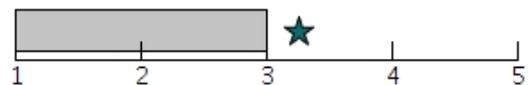**Everyone creates a positive environment with fun and energy**

Team members trust each other

Interpersonal conflict is managed well

**The team benefits from inspirational leadership**


People

Teams who put time and effort into building good working relationships benefit from the synergy that comes from the expression of different ideas and opinions. They will provide more innovative solutions and not be afraid to challenge each other and give different opinions.

Teams who focus on building relationships will create a more positive environment for others and will create a culture that is motivating and fun to be part of. If people understand what makes each other tick and can have honest conversations with each other, the trust will develop and the team will be able to give effective feedback that is listened to and acted on. People want to be part of a team who can have healthy conflict and enjoy their time together.
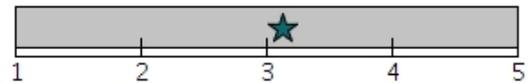
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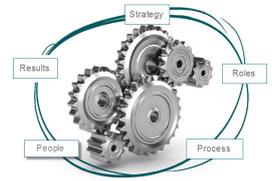
Overall Score

Self — Team Average
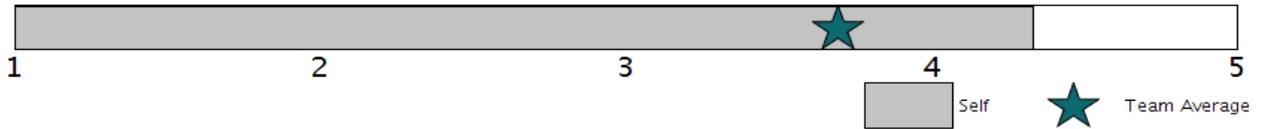
Reflect and review performance in order to continually improve

The team consistently achieves its objectives

Team members support decisions even if they initially disagreed with the decision

Team members end discussions with clear, specific resolutions and calls to action

The team is decisive in times of uncertainty and ambiguity

**The team celebrates reaching milestones as well as achieving results**

Results

Teams that put real time into a process of Plan, Do and Review will deliver better results. If the team makes the effort to review results and how they work together, they will be able to make continual improvements and raise performance.

Teams that have a future focus will make decisions even if they do not have all the information and will be able to perform well in time of uncertainty as they realise the importance of making decisions and taking action to move things forward. They are not looking in the rear-view mirror, they are looking forward and working on creating a positive future. They celebrate success and remind each other of what is going well, even when times are tough. This resilience in the face of adversity gives them a winning edge.
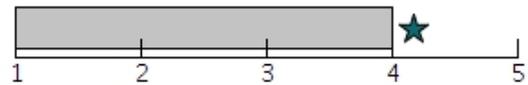
NOTES:

Overall Score

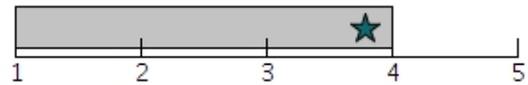|				
1	2	3	4	5
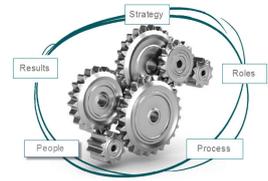
☐ Self   ★ Team Average
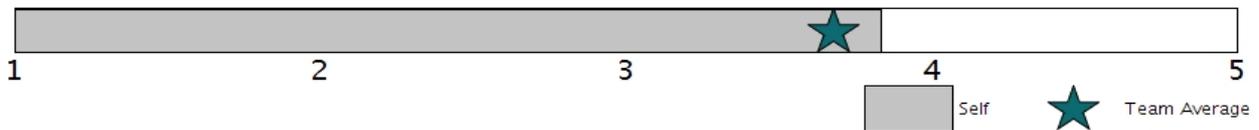
The team has a clear vision, purpose and plan

The team's vision, purpose and plan are tied to those of the broader organisation

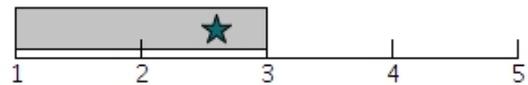The team has an up-to-date set of objectives

The team's objectives are clearly prioritised

Strategies for achieving the plan are clear

The team continually focuses on the future

Strategy

An effective team needs a clear vision and strategy. Everyone in the team understands the direction of travel and knows their part in delivering it. Each member of the team shares a common view of the goals and wants to work together to deliver the vision. This clear strategy makes decision making easier and gains greater buy in as everyone knows what is expected of them and is motivated to deliver.

NOTES:

Change for the better
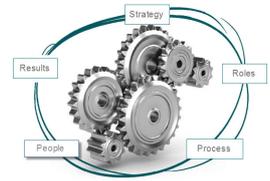
We asked three things that the team should start, stop and continue doing that might significantly improve the performance over the next six months. Here we have collated the responses.

Take the time to consider these comments and how you might action them.

The team should STOP

Blaming others

Complaining about each other without addressing the issues

Cancelling meetings at the last minute and changing arrangements

Stop being reactive and negative to challenges

Criticising the processes

Talking about strategy but not implementing it

Giving unrealistic promises to clients

Endeavour to reduce any inadvertent duplication of effort
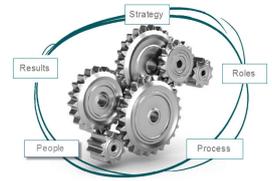
The team should START

Agree the strategy and let our internal customers know what we are doing

Following through on agreed actions

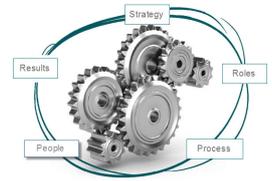Having the tough conversations earlier

Making efforts to improve general team morale.

Responding faster to complaints

Having more fun as a department

Challenging each other without taking it personally

Identifying positive markers of success & celebrating them.

The team should CONTINUE

Working well with internal customers

Developing great ideas

Developing the right processes to save time

Sharing information

Improving how we challenge each other

Meeting regularly but improve the action completion rate

Doing a great job for the client

Working well together and sharing knowledge