

Introduction

The Team Conversation Survey is designed to help teams diagnose their current level of performance and identify areas of possible improvement. All types of teams – product, process, change management, organizational leadership or executive teams – will find this survey useful at a variety of stages in their maturity.

The survey consists of a core of 72 behaviorally based statements based on Ten Critical Conversations for Teams.

Team members take the survey on their desktop and their responses are kept confidential. Only the overall scores and distributions of responses for the team are presented in the report.

The survey report provides a comprehensive picture of how well the team is performing, how likely it will deliver on its goals and offers insight into the critical improvement areas.

Ten Conversations

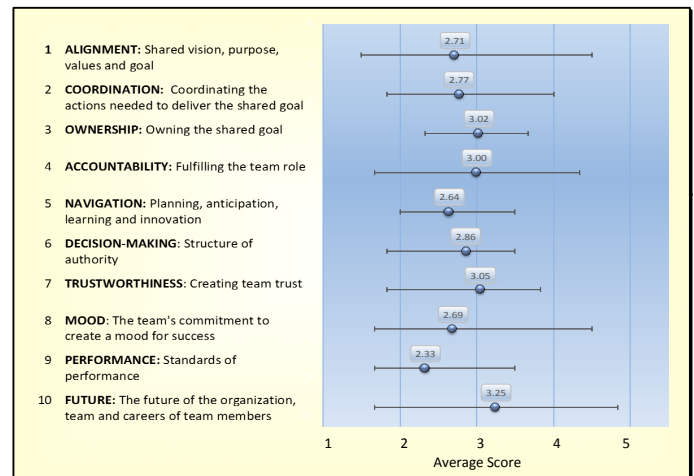
All teams will experience improvements in their performance and results by looking at the effectiveness of the conversations they have as a team. The report includes a brief overview of the ten critical conversations that high performing teams engage in. These conversations range from team alignment, methods for assessing and learning from progress against the plans, the levels of trust and the standards that the team operates by.

Summary

The results of the survey are presented graphically for each team conversation. The chart shows the average rating for each conversation as well as the range of responses across all components of the conversation.

This enables teams to see which conversations they are effective in and which might be addressed in order to improve the overall team performance.

Average responses for the 10 conversations of teams



The chart displays the average score for each conversation along with the range of scores for statements in that conversation.

The results provide an opportunity for team members to explore how their perceptions of the team vary and come together in an overall commitment for action.

Detailed distributions for each survey statement

Detailed distributions are presented for each survey statement, grouped by the respective conversations. This allows the team to explore in depth those areas that are of particular strength and those that might need attention. The top 5 and bottom 5 statements are highlighted.

Coordination - Coordinating the actions needed to deliver the shared goal

Ensures that the team is rigorous in making and managing the network of commitments that together will deliver the shared goal.

| Coordination | | Strongly Disagree -1 | Disagree -2 | In Between -3 | Agree -4 | Strongly Agree -5 | Item Average | Conversation Average | |
|--------------|--|----------------------|-------------|---------------|----------|-------------------|--------------|----------------------|--|
| | | Team Members | | | | | | | |
| 2 | The team's commitment to coordinate actions needed to deliver the shared goal | | | | | | | | |
| 1 | The team keeps its primary customer informed on progress towards key project milestones. | 1 | | 2 | | 3 | 3.67 | 2.77 | |
| 2 | The team conducts itself according to agreed standards of behavior. | | | 1 | 4 | 1 | 4.00 | | |
| 3 | Team members demonstrate respect for each other's point of view. | 3 | | 1 | 2 | | 2.33 | | |
| 4 | Team members actively negotiate their commitments in support of the team. | 1 | 1 | 1 | | 3 | 3.50 | | |
| 5 | Team members are clear about what they have each agreed to do. | 3 | 1 | 1 | 1 | | 2.00 | | |
| 6 | Our team regularly reviews how well it is coordinating action. | 3 | 1 | 2 | | | 1.83 | | |
| 7 | Our team regularly evaluates its progress against the plan. | 3 | 1 | | 1 | 1 | 2.33 | | |
| 8 | Team members ensure that their actions are consistent with other team actions. | 1 | 3 | 1 | | 1 | 2.50 | | |

In addition the distributions of scores may reveal differences in how performance is perceived in the team based on the differing experiences of each team member.

The behavioral nature of the survey readily suggests possible ways forward for the team.

The results of the survey are typically presented to the team in a workshop setting that allows the team to explore the results, decide which areas they want to address and devise actions and practices to help them move forward.

5 open-ended questions are also included in the survey to capture the views of each team member on how the team is viewed by its customers; the most positive aspect of the team; the biggest source of wasted team effort; the areas that the team has a hard time talking about and team members are invited to suggest one change in the way that the team operates that would result in the biggest improvement. These responses are presented verbatim and form an invaluable complement to the quantitative measures of the survey.

Further Information

If you would like to learn more about this Team Conversation Survey and how it can be used to help you improve the performance of your team, please contact either; Richard Hews in Connecticut richard@pathwaysofgrowth.com or Bob Moore in North Carolina bob@collaborative-team-solutions.com

You can also find out more about our offers at www.pathwaysofgrowth.com and www.collaborative-team-solutions.com