Leader Toolkit
Team effectiveness diagnostic

We are **COLLABORATIVE** and **CUSTOMER OBSESSED** leaders.

We work together, respecting what everyone brings to the team and empowering each other to be stronger together. We create an exceptional experience and have fun and celebrate success.

Why use this tool

- To understand the effectiveness of your team.

- To identify team areas that need to be improved to increase team effectiveness.

- To review team effectiveness across these dimensions over time and determine whether improvement is occurring.

When to use this tool

Use this tool when a team first forms or when you would like to review the effectiveness of an existing team. Repeat at a later date after action has been taken to improve the team's effectiveness.

How to use this tool

- Use this questionnaire as a basis for a team discussion/ or workshop on the effectiveness of your team.

- All members of the team, including the leader, should complete the questionnaire according to the instructions before the team discussion/ workshop.

- Use the overall average calculated, as well as averages of the individual dimensions, as a basis for your team discussion. Include the Values Based Leadership (VBL) spidergram self-assessment if available.

- Use the *Team action plan* tool to develop an agreed set of actions to become a more effective team.

Instructions for completing the questionnaire.

This questionnaire looks at team effectiveness areas:

- Purpose and goals - PG

- Roles - R

- Team processes - TP

- Team relationships - TR

- Intergroup relations - IR

- Problem solving - PS

- Passion and commitment - PC

- Skills and learning - SL

1. **Each team member should make their own assessment of the team's effectiveness.**

   Assess and score each of the questionnaire's statements using a scale of 1 to 5 where

   5 Strongly Agree

   4 Agree

   3 Neutral

   2 Disagree

   1 Strongly Disagree

2. **Total and average scores for each area of team effectiveness.**

3. **Bring completed questionnaire along to discussion/ workshop.**

Team effectiveness diagnostic

Complete the questionnaire - record your personal assessment of team effectiveness

Read through the following statements carefully	Score each statement from 5 Strongly Agree to 1 Strongly Disagree							
Statement	PG	R	TP	TR	IR	PS	PC	SL
Our team has a meaningful, shared purpose.								
Team members clearly understand their roles.								
Team problem solving results in effective solutions.								
Team members appreciate one another's unique capabilities.								
We are able to resolve conflicts with other teams collaboratively.								
Team members take personal responsibility for the effectiveness of our team.								
Working on our team inspires people to do their best.								
We have the skills we need to do our jobs effectively.								
We are strongly committed to a shared mission.								
When an individual's role changes, an intentional effort is made to clarify it for everyone on the team.								
We address and resolve issues quickly.								
Team members are effective listeners.								
We seek to arrange our priorities to meet the needs of other work groups.								
Team members maintain a can-do approach when they encounter frustrating situations.								
My team has a strong sense of accomplishment relative to our work.								
We always ask ourselves, "How can we do better tomorrow what we did today?"								
We focus on big-picture strategic issues as much as on day-to-day activities.								
Team members understand one another's roles.								
People on my team are rewarded for being team players.								
Communication in our group is open and honest.								
We communicate effectively with other groups.								

Team effectiveness diagnostic

Read through the following statements carefully	Score each statement from 5 Strongly Agree to 1 Strongly Disagree							
Statement	PG	R	TP	TR	IR	PS	PC	SL
Team members take initiative to resolve issues between themselves without involving the team leader.								
People are proud to be part of our team.								
As a team, we are continually working to improve cycle time, speed to market, customer responsiveness, or other key performance indicators.								
We set and meet challenging goals.								
Everyone values what each member contributes to the team.								
Group meetings are very productive.								
Members of our team trust each other.								
Our team has established trusting and supportive relationships with other teams.								
We spend very little time complaining about things we cannot control.								
Team members frequently go beyond what is required and do not hesitate to take initiative.								
We view everything, even mistakes, as opportunities for learning and growth.								
We consistently produce strong, measurable results.								
Team members avoid duplication of effort and make sure they are clear about who is doing what.								
Our team has mechanisms in place to monitor its results.								
Team members help one another deal with problems or resolve issues								
We work toward integrating our plans with those of other work groups.								
Team members seek and give each other constructive feedback.								
As a team, we work to attract and retain top performers.								
We use various forms of training to keep our skills up-to-date.								
We make sure our work helps the organization achieve its goals.								
When team members' roles change, specific plans are implemented to help them assume their new responsibilities.								

Team effectiveness diagnostic

Read through the following statements carefully	Score each statement from 5 Strongly Agree to 1 Strongly Disagree							
Statement	PG	R	TP	TR	IR	PS	PC	SL
Our team works with a great deal of flexibility so that we can adapt to changing needs.								
We are able to work through differences of opinion without damaging relationships.								
Our collaborations with other teams are productive, worthwhile, and yield good results.								
Team members are sure about what is expected of them and take pride in a job well done.								
Our team is excited about the contribution it is making to the organization's competitive viability.								
Team members embrace continuous improvement as a way of life.								
The mission and goals of my team are well aligned with the organization's mission and goals.								
Overlapping or shared tasks and responsibilities do not create problems for team members.								
When we choose consensus decision-making, we do it effectively.								
Team members display high levels of cooperation and mutual support.								
The goals of our group support those of other groups.								
Team members consider how their actions will impact others when deciding what to do.								
My team is proud of its accomplishments and optimistic about the future.								
Team members work to ensure we are using best-practice methods.								
Total								
Average (Total ÷ 7)								

Total of all 8 average scores = [   ]   =   **Team Effectiveness Score**