

Team Performance Assessment

Complete the assessment to determine what aspects of your team's performance need the most attention. See page 2 for strategies.

Award points for how true these statements are of your team's performance. 1 point = Not at all true, 5 points = Very true						Scoring Tally the total number of points for each section	
		1	2	3	4	5	
1. Communication	Everyone on the team listens to each other well.						
	Team members ask each other questions to fully understand issues.						
	Everyone's opinion on the team is respected.						
	Team members are not rejected and/or retaliated against for speaking up.						
2. Defined Goals	Every person on the team can state what the team goals are.						
	Team goals are specific, measurable, and time bound.						
	There is a known place where the goals are posted or published.						
	The team's goals are inspiring.						
3. Clear Roles and Processes	Our team has a defined process for making decisions.						
	Our team has clear expectations for writing and responding to emails.						
	Everyone understands each other's responsibilities (who does what when).						
	There are standards in place for hosting productive meetings.						
4. Productive Conflict	Our team views conflict as a good thing.						
	We talk about how to handle disagreement before it comes up.						
	We invite disagreement with each other to identify the best solutions or ideas.						
	Team members admit when they are wrong and/or acknowledge mistakes.						
5. Routine Debriefs	Our team schedules time to review performance on our goals.						
	We evaluate the effectiveness of our meetings.						
	Upon project completions, we review past actions to learn from performance.						
	We share feedback on each other's performance to improve the overall team.						

A score of 1-7 means your team may be low performing in this area.

A score of 8-14 means your team moderately performs in this area.

A score of 15-20 means your team performs well in this area.

See page 2 for strategies.

Team Performance Strategies

The following strategies can be applied to improve the performance of the team based on the assessment results from page 1. Links to additional articles and resources are provided.

Team Performance Component	Strategies
<p>Communication, Ask Questions and Listen: These behaviors pave the way for a more psychologically safe work environment where employees feel safe to speak-up without fear of retribution.</p>	<ul style="list-style-type: none"> • Learn about and discuss psychological safety with the team. The more everyone understands it, the easier it will be to implement. • Reframe mistakes into learning. Avoid blame. • Prepare questions in advance of meetings to prepare yourself to be inquisitive. • Ensure everyone has an opportunity to speak. Don't wait for people to share, invite quieter members to contribute as well.
<p>Goals: Set direction so that everyone understands the task at hand and how to stay on track to meet the expectation.</p>	<ul style="list-style-type: none"> • Set goals as a team and ensure they are specific, measurable, and time bound. Use this resource and the questions in the Goals section to foster the discussion. • Publish the goals in the header of meeting agendas, on presentation templates, or anywhere that keeps everyone's attention on what the team intends to accomplish.
<p>Clear Roles and Processes: Assumptions fill the gaps when roles and responsibilities are not defined. Get consistent execution with clarity in how the work gets done.</p>	<ul style="list-style-type: none"> • Conduct a survey or assessment to gather team feedback on what roles or processes need clarifying. Make it anonymous to ensure honesty and candor. • Establish expectations for email like when to "reply-all", when to use "bcc", and when to expect a response from each other (e.g. 24 hour response time). • Set expectations for meetings like requiring agendas, goals, and time management.
<p>Productive Conflict: Disagreement is inevitable. Discuss as a team how conflict will be handled before it comes up. Invite differing opinions to lead the team to better ideas.</p>	<ul style="list-style-type: none"> • Discuss conflict as a productive approach to identifying the best ideas. Acknowledge that disagreement is inevitable. Invite debate. • Establish a process for disagreeing before disagreement occurs that includes how to arrive to a resolution.
<p>Routine Debriefs: When feedback is expected and routine, it feels less threatening. Apply a framework for consistently checking in on individual and team progress.</p>	<ul style="list-style-type: none"> • Schedule team performance debriefs as recurring meetings on calendar. Start with a monthly cadence and evaluate after 3 months. • Review performance on goals and rotate facilitation of debriefs amongst team members. Ensure notes are taken and saved in a common location.