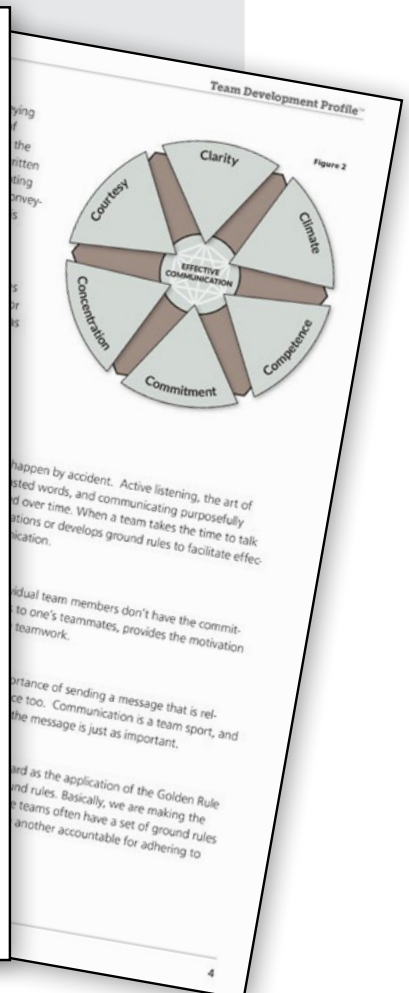
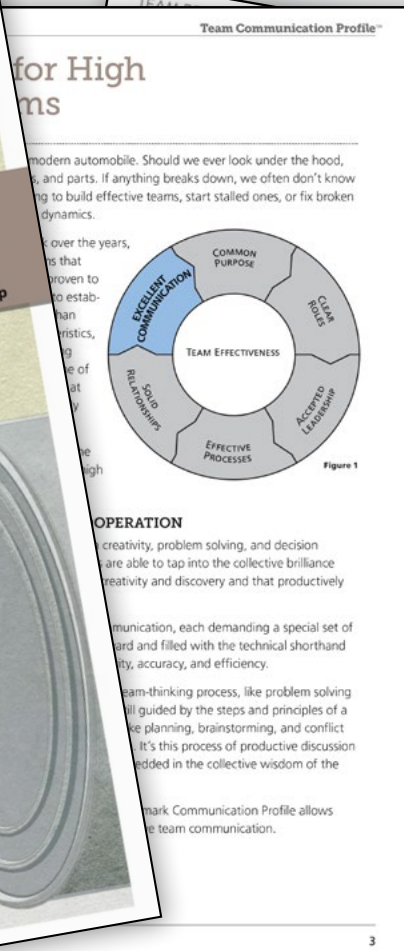


## Team Communication Profile™

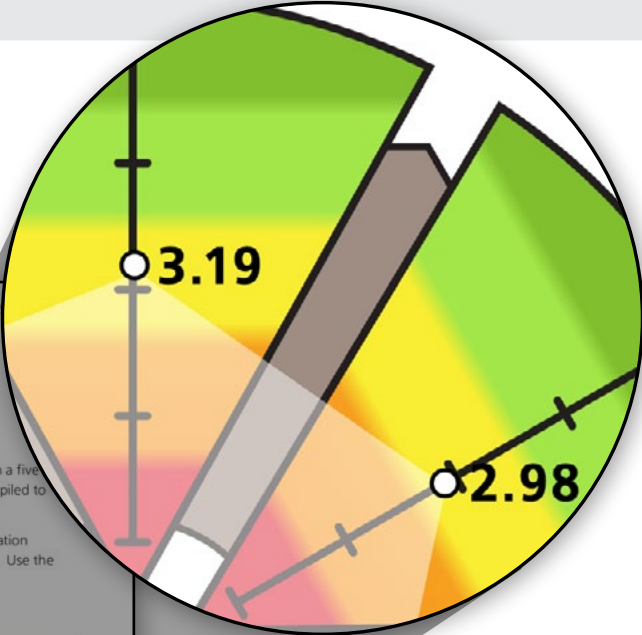
### TAKING YOUR TEAM COMMUNICATION TO NEW LEVELS OF EFFECTIVENESS™

Effective team communication doesn't just happen, but demands the application of time-tested principles and processes. The Team Communication Profile™ enables team members to identify and address specific issues that clutter and confuse team dialogue, and clearly address the six critical elements of successful communication.



# Clear and Simple Results

Like all Team Benchmark™ diagnostic reports, the Team Communication Profile™ provides your team with full color, high-resolution results that are easy to understand. Our color-coded system is used consistently throughout all our diagnostics to enable team members to see the team's overall strengths and weaknesses at a glance.



TEAM BENCHMARK™ Team Communi

## Northstar Industries Purchasing Group's Communication Results

**INTERPRETING YOUR TEAM'S RESULTS**  
 Each question within the Team Benchmark Communication Profile was rated by your team members on a five-point scale ranging from Not at All Descriptive (1) to Very Descriptive (5). Your answers have been compiled to provide both individual scores and an average team score for each Benchmark factor.

Low performance in any one of the Benchmark Communication factors can result in serious communication challenges for your team, and is worthy of closer examination and a clear action plan for improvement. Use the following table to assess your overall and factor-specific scores:

Rating Scale				
1-1.99	2-2.99	3-3.49	3.50-3.99	4.00 - 5.00
Poor	Somewhat Poor	Adequate	Good	Excellent
Can you hear me now?	Say that again?	Occasional static in the lines.	Hearing you loud and clear.	Crystal clear and timely.

A circular gauge with six segments labeled: Clarity (3.19), Courtesy (3.72), Climate (2.98), Concentration (2.32), Competence (2.23), and Commitment (3.87). The gauge uses the same color-coded system as the larger gauge above.

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While the Team Communication Profile™ keeps your feedback clean and simple, the details don't stop there. Each section also provides detailed information on the responses to each question in an easy to read table, followed by color-coded team averages for each question. Team member comments are also shown anonymously, giving your team the confidence to provide direct feedback on each topic.

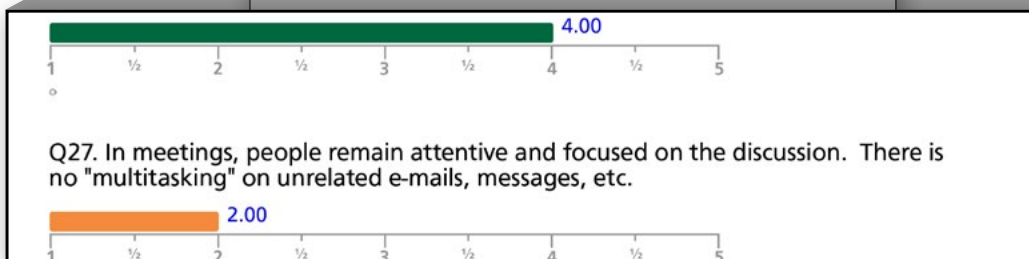
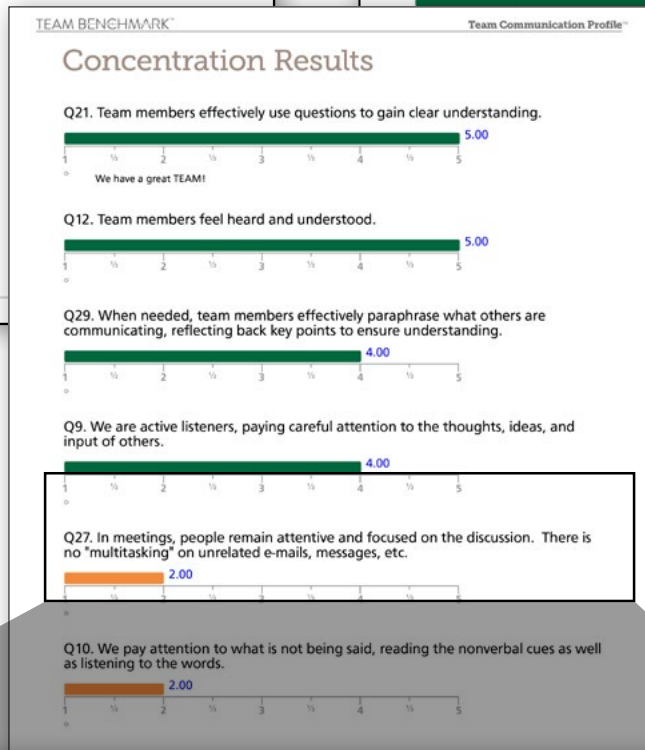
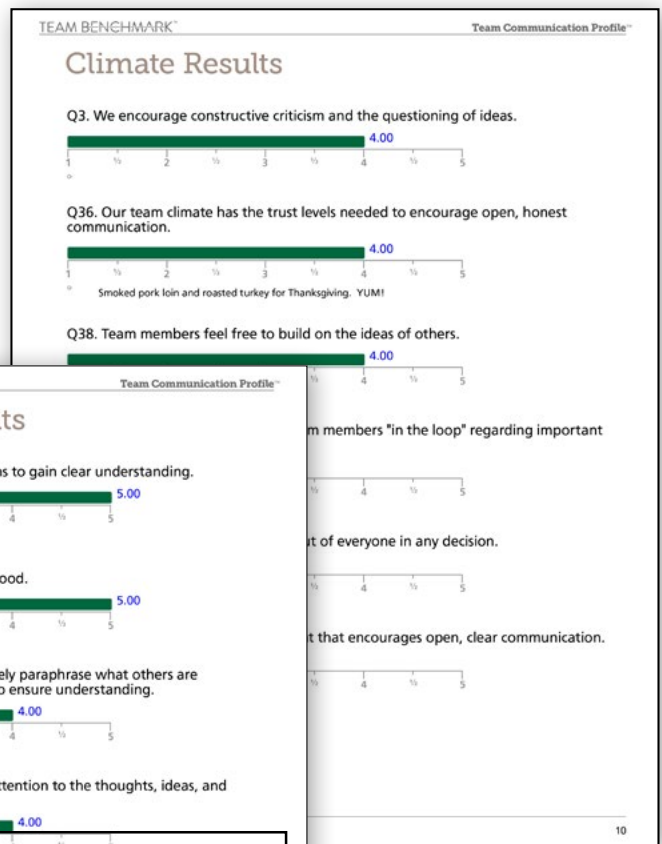
# Exhaustive and Informative Details

TEAM BENCHMARK™ Team Communication Profile™

### Communication Results at a Glance

Member #	Clarity	Climate	Competence	Commitment	Concentration	Consistency	Avg
#144	3.00	4.00	2.00	5.00	5.00	3.00	3.10
#45	2.00	3.00	4.00	5.00	1.00	3.00	3.10
#2	5.00	3.00	5.00	4.00	2.00	3.00	3.30
#97	5.00	4.00	4.00	4.00	4.00	3.00	3.30
#74	3.00	1.00	3.00	5.00	2.00	2.00	2.70
#62	2.00	2.83	3.66	4.33	3.16	3.33	3.10
<b>Team Avg.</b>	<b>3.10</b>	<b>3.10</b>	<b>3.10</b>	<b>3.10</b>	<b>3.10</b>	<b>3.10</b>	<b>3.10</b>

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Random numbers are assigned to individual participants to ensure anonymity

# Developing a Strategy

Each section of the Team Communication Profile™ includes a series of questions designed to help your team review the results and focus on the issues offer the greatest potential improvement.

Your team will then develop a strategy for improvement using the Action Plan worksheets and Monitor and Measure worksheets. The Action Plans will help your team decide how best to address the subjects they've identified as areas for growth, while the Monitor and Measure worksheets will help your team plan how best to track their progress, against their goals.

TEAM BENCHMARK™ Team Communication Profile™

## Discussion Questions

1. In your opinion, what are the key challenges for your team regarding its competence during communication?
2. What are the consequences of these issues for your team and what will happen if it does not address them?
3. What are some specific actions you can take as  
a. \_\_\_\_\_  
b. \_\_\_\_\_  
c. \_\_\_\_\_

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TEAM BENCHMARK™ Team Communication Profile™

## Action Plan Worksheet

Here is your opportunity to turn principle into practice—to take a meaningful first step in becoming a more effective team.

1. Question #	Factor	Question
6	Skill	We focus on the root of the problem.
_____	_____	_____

2. What are the current consequences of this communication challenge (e.g., feelings, results or impact, etc.).

TEAM BENCHMARK™ Team Communication Profile™

## Monitor and Measure

1. Set a date to review your progress with the team.
2. Review your Action Plan.
3. What is working? Not working?
4. Are we achieving our desired results? If so, how can we continue to leverage our effectiveness?
5. If not, what must we start doing?
6. Stop doing?
7. What changes will we implement going forward?

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\_\_\_\_\_ situation (e.g., attitudes, lack of knowledge or skill, lack of

Responsibility	Date
_____	_____
_____	_____

\_\_\_\_\_ team to address the root cause and transform the current  
Who is responsible for what? By what date?

\_\_\_\_\_ progress as you work in this area? Can you state it in terms of  
decreased costs, etc.)?

\_\_\_\_\_

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# TEAM BENCHMARK™

A Family of Powerful Team Performance Diagnostics

Team Benchmark™ offers a wide range of diagnostics to help your team achieve maximum results. Learn more at [www.TeamBenchmark.com](http://www.TeamBenchmark.com) or call us at 1-800-214-3917. Our help desk is open between 8:30AM and 5PM EST, Monday through Friday.



## **TEAM DEVELOPMENT SURVEY™** **MAPPING A PATH FOR INCREASED TEAM EFFECTIVENESS™**

The Team Development Survey™ enables your team to visually identify its current stage of team development, and better understand its potential for greater synergy and team effectiveness. By measuring your team's capabilities in the factors that drive cooperation, this report enables your team to clearly map its path for growth.



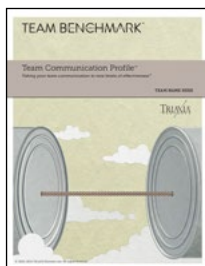
## **TEAM PERFORMANCE SURVEY™** **BENCHMARKING YOUR TEAM AGAINST THE SIX CHARACTERISTICS OF HIGH PERFORMANCE™**

The Team Performance Survey™ assists your team in evaluating its strengths and weaknesses against in each of the six characteristics of a high performance team. The resulting report enables your team to address and prioritise its needs with the confidence of knowing they are targeting the right issues.



## **TEAM CONFLICT PROFILE™** **HELPING YOUR TEAM TURN STRIFE INTO SYNERGY™**

This Team Benchmark™ diagnostic enables your team to identify and address conflict issues that derail team effectiveness. The report highlights attitudes, actions, and processes that can stifle your team's ability to work together. Utilizing this information, the team will be able to give immediate attention to the key issues driving conflict and define a clear path for improvement.



## **TEAM COMMUNICATION PROFILE™** **TAKING YOUR TEAM COMMUNICATION TO NEW LEVELS OF EFFECTIVENESS™**

The Team Benchmark™ Team Communication Profile™ helps your team assess its ability to communicate. Effective team communication doesn't just happen, but demands the application of time-tested principles and processes. This diagnostic enables team members to identify and address specific issues that clutter and confuse team communication.



## **TEAM MEETINGS PROFILE™** **ACHIEVE UNCOMMON RESULTS ON COMMON GROUND™**

This powerful meeting diagnostic will provide your team with unique insight on how well they are managing meeting together. Meetings are the playing field for high performance teams. Effective or not, meetings cost money and consume valuable resources. The real issue is not the cost of meetings, but rather the cost of poor meetings. High performance teams master the three critical dimensions needed for effective meetings: the people, the purpose, and the process. This diagnostic allows your team to graphically identify strengths and weaknesses across each of these three key components.