

TEAM BENCHMARK™

Team Performance Survey™

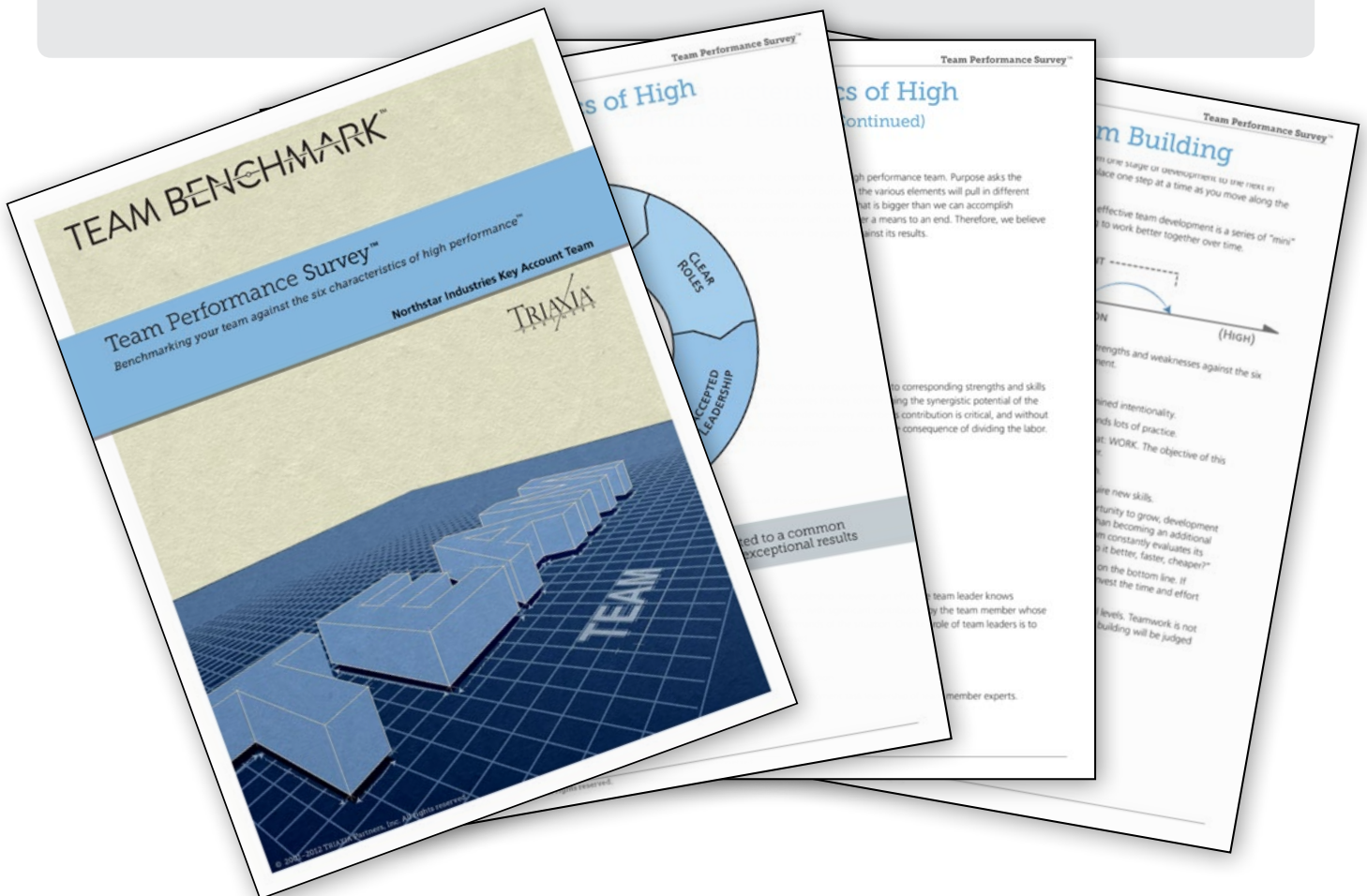
MEASURE YOUR TEAM AGAINST THE SIX CHARACTERISTICS OF HIGH PERFORMANCE.

The Team Performance Survey™ enables your team to evaluate its strengths and weaknesses against the six characteristics of a high performance team. This report is designed to allow your team to collectively address its developmental needs. Your team will be able to evaluate, interpret, and discuss the results, and develop a practical, focused action plan to drive real improvement.

DISCOVER WHAT DRIVES A HIGH PERFORMANCE TEAM

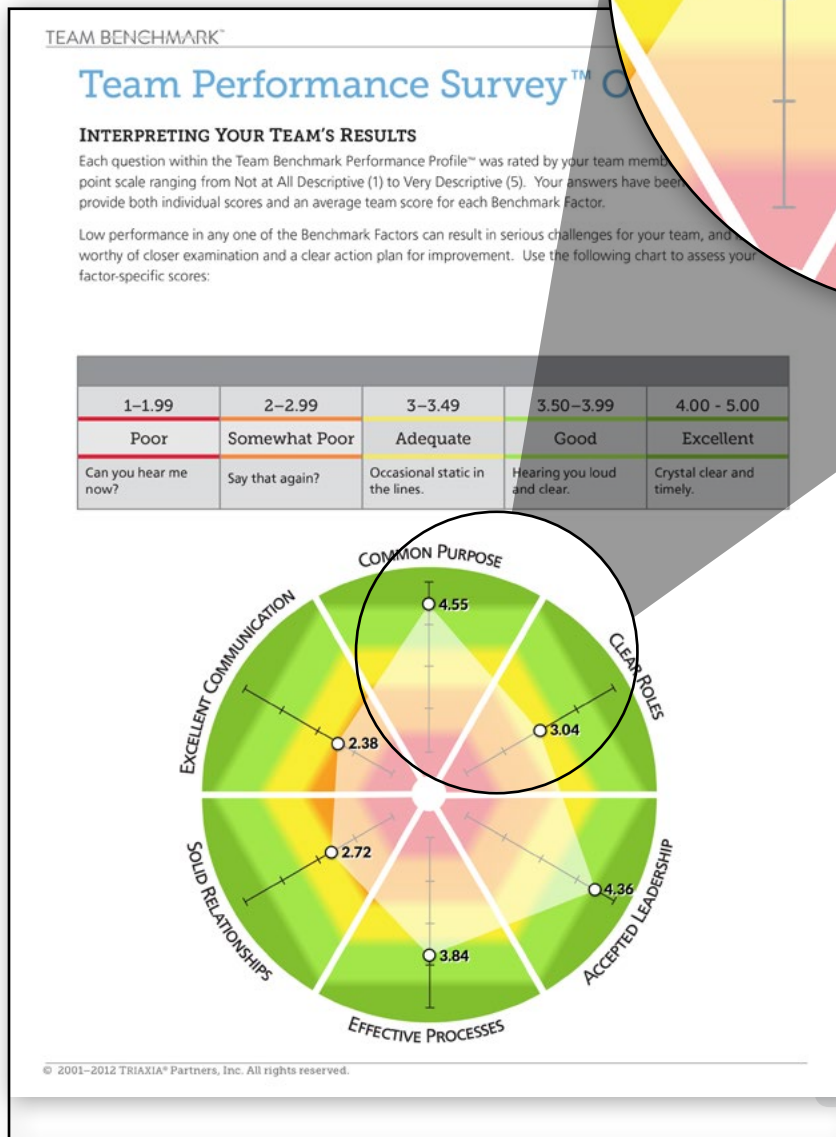
The Team Performance Survey™ was designed to help your team measure itself against the six characteristics of a high performance team: Common Purpose, Clear Roles, Accepted Leadership, Effective Processes, Solid Relationships, and Excellent Communication.

Once your team has evaluated itself against these key characteristics, the Team Performance Survey™ helps your team understand the significance of each characteristic and how each contributes to high performance teamwork.



Clear and Simple Results

The Team Performance Survey™ will enable your team to develop a clear list of strengths and weaknesses that need to be addressed for greater team effectiveness in each of the six team characteristics.



Like all Team Benchmark™ diagnostic reports, the Team Performance™ Survey 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.

While the Team Performance Survey™ 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 Performance Survey™

Results Overview at a Glance

	Q1	Q7	Q13	Q19	Q25	Q31	Q37	Q43	Q49	Q55	Avg
#144	3.00	4.00	2.00	5.00	3.00	5.00	2.00	1.00	3.00	3.00	3.10
#45	2.00	3.00	4.00	5.00	2.00	1.00	5.00	2.00	3.00	4.00	3.10
#97	5.00	3.00	5.00	4.00	3.00	2.00	3.00	2.00	3.00	3.00	3.10
#74	3.00	2.00	4.00	4.00	5.00	4.00	5.00	2.00	2.00	3.00	3.10
#62	2.00	1.00	3.00	5.00	1.00	2.00	2.00	3.00	3.00	5.00	2.70
Team Avg.	3.33		3.66	4.33	2.66	3.16	3.33	2.50	2.83	3.00	

Random numbers are assigned to individual participants to ensure anonymity

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Effective Processes Comments

Listed below are team member comments related to Effective Processes Benchmark Factors. The average team score and any comments the team members made are provided below each question.

Q10. We have taken the time to discuss and design our processes.

3.00

- This falls in line a lot with the no listening thing. There are some really good ideas flying around here, we need to hear them out.
- Adding one or two white-boarding sessions would really help up iron out the kinks at the beginning, rather than stumbling over them before the finish line.

Q28. As a team we take a systematic approach to meetings, decision making, problem solving, and planning.

3.00

- I don't think we actually have a system for problem solving. We could really use one.

upon our team thinking processes (e.g., planning, conflict resolution, etc.).

really help us when we hit unexpected road blocks.

time to deal with emergency situations without a plan.

really need one. Example: The Washington store opening.

h levels of effectiveness and efficiency.

by we've gotten so much business, but now we're too busy. We've

this time last year.

ge number of orders we've been getting, it stands to reason

cially for training the new hires. All too often they get the sink or

m through filling orders.

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Excellent Communication Comments

Listed below are team member comments related to Excellent Communication Benchmark Factors. The average team score and any comments the team members made are provided below each question.

Q6. We have a safe team environment that encourages open, clear, honest communication.

5.00

- I really feel like our team is a group of good listeners with cool heads.
- Everyone seems to encourage open discussion and doesn't over-react during tense conversations

Q12. We avoid overloading each other with low priority e-mail and voicemail (e.g., indiscriminate use of FYI).

4.00

- For the most part, this is true, but once an email becomes a conversation, we don't all need the CCs.

Q36. We do our best to create interpersonal slack for miscommunications when they occur between team members.

4.00

Q54. Our meetings are productive and characterized by effective communication.

4.00

Q30. I feel heard and understood.

3.00

- While it's good that our team is full of go-getters, sometimes we need a little more stop-and-listen first.
- Our team needs better listening skills, we're too often rushing to get things done. There are some good, time saving ideas that get lost in the shuffle because no one is listening out for new ideas.

Q60. We negotiate and work through conflicting priorities.

3.00

Q30. I feel heard and understood.

3.00

- While it's good that our team is full of go-getters, sometimes we need a little more stop-and-listen first.
- Our team needs better listening skills, we're too often rushing to get things done. There are some good, time saving ideas that get lost in the shuffle because no one is listening out for new ideas.

Developing a Strategy

Each section of the Team Performance Survey™ includes questions designed to help your team review the results and focus on the issues that offer the greatest potential improvement.

Your team will then develop a strategy for improvement using the Action Plan 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.

The image displays three overlapping worksheets from the 'TEAM BENCHMARK™ Team Performance Survey™'. The top-left worksheet is titled 'Discussion Questions' and lists eight numbered questions for team reflection. The top-right worksheet is titled 'Action Plan Worksheet' and provides a structured format for developing an action plan, including sections for the question and issue, current situation, root causes, and desired situation. The bottom worksheet is titled 'Monitor and Measure' and provides a structured format for tracking progress, including sections for setting a review date, reviewing the action plan, and reflecting on what is working, not working, and what changes will be implemented. A quote by Bill Russell is included at the bottom of the 'Monitor and Measure' worksheet.

TEAM BENCHMARK™ Team Performance Survey™

Discussion Questions

1. Which primary issue did the team rate the strongest?
2. Which primary issue received the weakest rating from the team?
3. Are there points of significant disagreement regarding scores among individual team members?
4. What are they?
5. What accounts for these differences?
6. Within this characteristic, can you, as a team, develop a plan for improvement?
7. What is the issue?
8. What aspect of it specifically needs development?

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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 and issue (e.g., Common Purpose):
2. Describe the current situation (feelings, results or impact, symptoms)
3. Identify the root causes of the current situation (e.g., attitudes, lack of knowledge or skill, lack of resources, outside pressures, etc.)
4. Describe the desired situation

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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. What must we stop doing?
7. What changes will we implement going forward?

"By design and by talent we were a team of specialists, and like a team of specialists in any field, our performance depended both on individual excellence and on how we worked together. None of us had to strain to understand we had to complement each other's specialties; it was simply a fact, and we all tried to figure out ways to make our combination more effective."

Bill Russell, Second Wind: Memoirs of an Opinionated Man

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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 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.



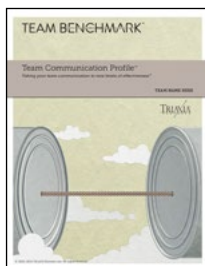
TEAM PERFORMANCE SURVEY™ **BENCHMARKING YOUR TEAM AGAINST THE SIX CHARACTERISTICS OF HIGH PERFORMANCE™**

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.