Individual Team Report Card

The goal of this exercise is to use the Team Effectiveness Model to diagnose and identify improvements for a real team.

Think about a team that you are currently dealing with (one you are either on or are responsible for, directly or indirectly). Assign your team a grade on each of the three team effectiveness criteria and each of the five enabling conditions. Use whatever grading scheme (0-100, A-F, 1-5) and range (worst = 0/100 vs worst = 60/100) with which you are most comfortable.

Effectiveness Criteria

1. Outcomes
   - Are our clients happy with our output? (includes quality, quantity, efficiency)

2. Ability to work together in the future
   - Will the dynamics in my team enable its members to work together better in the future?

3. Individual member development
   - Are the individual members developing and improving their knowledge, skills, and abilities?

Enabling Conditions

1. Compelling direction
   - Does my team share a common goal that is clear, compelling, and consequential?

2. Strong structure
   - a. …knowledge/skills/abilities?
   - b. …diversity in skills, perspectives, and experiences?
   - c. …size: big enough for a. & b., but not bigger?
   - d. …stability and sense of boundedness?

3. Supportive context
   - Does the organization / context provide my team with what it needs (≠wants) to succeed?

4. Positive processes
   - Are my teams’ emerging dynamics (ex. effort, trust, conflict, communication) and processes (ex. decision-making, scheduling, work allocation) productive and constructive?
Evaluating your Team Report Card

Looking at the grades you assigned for the effectiveness criteria:

1. Are you happy with your team’s grades on the three effectiveness criteria?
2. On which effectiveness criteria does your team need the most improvement?

Looking at the two enabling conditions with the lowest scores:

1. What one change do you think you can make that will most improve each one
2. How do you think the two lowest graded enabling conditions are affecting each of the effectiveness criteria?