

## Team Effectiveness Survey | Fact Sheet

PURPOSE	DESIGN	DELIVERY	TIME
To enable <b>teams, syndicates and other learning groups</b> to improve their performance by reviewing how effectively they operate as a team.	20 items rated on a 7-point scale. This short survey assesses key aspects of team effectiveness. The team assesses the extent to which its members function as a team.	Online administration of the questionnaire that can be run in advance or by a coach in the room. Clients can download the results at any location and either project the chart during a session or distribute PDF reports.	10 minutes to complete, plus an optional two-hour facilitated team discussion of the results.

*This off-the-shelf Thornhill Team Effectiveness Survey is a quick way to get feedback for **work teams** in your organisation. It allows team members to reflect and provide feedback on how effectively the team functions as a whole and creates the basis for a constructive conversation about how the team might improve their functioning. Thornhill recommends that the assessment is followed by a facilitated team discussion which generates agreed actions to be taken by team members to improve their performance.*

This survey is a quick review of how the team as a whole is doing and does not provide individual feedback to team members, which can make it less threatening. If the team wishes to provide individual feedback as well, this can be done by using Thornhill's Team Performance Review instead, or by complementing the Team Effectiveness Survey with a Thornhill 360° questionnaire.

### TEAM FUNCTIONING

The assessment examines *how the **team functions***. It lays the basis for a discussion about how this impacts the team in the facilitated feedback session that should follow the assessment and for follow-on coaching sessions.

#### Team Effectiveness

Team members are invited to rate the effectiveness of the team on a 7-point scale against key aspects, such as *having clear goals, making decisions, getting things done, feedback, communication, and problem solving, as well as external support*.

#### Team Development Plan

A Team Development Plan template is provided. This includes questions for the team to consider when discussing the contents of the report and how it may wish to use this feedback to improve its functioning and development going forward.

#### Support of Individual Members

A template is included for the team to consider how they wish to help individual members achieve their learning goals for development.

### THE PROCESS

**Firstly**, Thornhill offers two administration options for the Team Effectiveness Survey depending on the process required and the time available for the team discussion:

#### Option 1 – Run by the client in the room:

Thornhill provides the client with a link, which they then send to team members who complete the survey at the start of the session. The client will also have a link to generate the report to either project in the feedback session, or to distribute a PDF report to team members.

#### Option 2 – Run by Thornhill in advance:

Thornhill emails the link to team members who complete the survey. Thornhill provides the client with a link to monitor responses and generate the report to either project in a feedback session, or to distribute a PDF report to team members for discussion in the session.

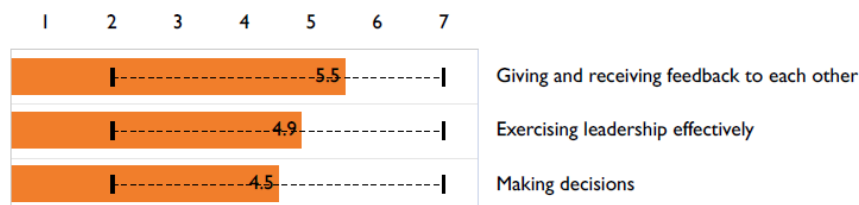
Each team member completes the survey providing anonymous feedback on team performance. The survey can be completed on laptops, smartphones or tablets. Once completed, the client can immediately generate two reports. The first is a chart showing the team's performance which can be projected or shared on screen during the discussion. The second report shows the same chart and includes a template for the team development plan, as well as a template for the team to support individual team members.

**Second**, to get maximum benefit from the assessment by co-creating a team development plan, it is recommended that the team meets for two hours with a facilitator either online or in person to review the report and commit to a plan for improving the team's performance. In this session the team discusses their effectiveness and how the strengths in the team can be used to enhance performance. By the end of the session there should be a clear plan to improve the effectiveness of the team.

### THE TEAM REPORT

The report lists the items from highest to lowest according to the average score for each item.

The dotted line to the left and right of the average indicates the range between the lowest and highest score given on each item.



### DISCUSSING THE TEAM REPORT

#### 1. The purpose of the discussion is to:

- Ensure there is a common understanding of what is in the report
- Reflect on the report, with all team members having an opportunity to contribute
- Agree on a course of action aimed at strengthening team functioning.

Thornhill recommends that the facilitation process should encourage maximum engagement by all participants.

#### 2. Logistics

Some things to consider:

- Will everyone be present in the room, or will everyone be online, or will it be a hybrid meeting? Whichever form of meeting you are having, it is important to be sure how everyone will be "in the room" seeing the same thing. This means that the chart must be easily visible to everyone, and if notes are being taken on a flip chart, for example, that everyone online can see it too.
- Will everyone complete the survey while the meeting is underway, or will they do it in advance? On the one hand, it is good to have the sense of co-creation with everyone completing the survey at the same time. On the other hand, if time is a constraint, it could be useful to have the survey completed in advance, with the report ready to share when it is the right time to do so.
- Decide how much time you have for this discussion and then allocate time for the various stages. It is important to leave enough time for the final session in which the team agrees on an improvement plan and allocates responsibilities to individuals for various parts of the plan. Allow for breaks and the reality that some discussions take longer than intended. Be firm about sticking to time.

#### 3. Facilitating the discussion of the report

Thornhill recommends three options for feedback facilitation:

- Onsite feedback session with a Thornhill coach;
- Online feedback session with a Thornhill coach (for example, Zoom);
- Onsite feedback session with a qualified coach or experienced facilitator selected by the company. Please contact us on [admin@thornhill.co.za](mailto:admin@thornhill.co.za) if you would like Thornhill to provide feedback facilitation training.

### AREAS OF APPLICATION

- » Allows permanent teams to reflect on and improve their performance
- » A tool for project teams or learning syndicates to assess how they are functioning.

### KEY BENEFITS

- » Off-the-shelf solution with no consulting or development costs
- » Developed by Thornhill's highly skilled and experienced team of psychologists, consultants, coaches, and management experts
- » Anonymous feedback combined with a constructive facilitated group discussion
- » The survey is entirely online which is quick and convenient, and cost effective which saves both money *and* your time
- » Results in a clear report and plan for improving the performance of the team as a whole.

### ADDITIONAL OPTIONS

Materials can be branded with your corporate identity.

Thornhill offers an extended version of this team survey, the Team Performance Review, which allows team and individual feedback. We also offer a selection of tested off-the-shelf 360° leadership questionnaires for different management levels, from entry to executive level.