

team *effectiveness* SURVEY

THE TEAM EFFECTIVENESS SURVEY IS A POWERFUL TOOL THAT EVALUATES TEAM PERFORMANCE AND COMPARES IT WITH CUSTOMER VIEWS

It emphasises the importance of customer relations and establishes links between the team's work and the quality of their output.

The Team Effectiveness Survey assesses the team, and not the individual which makes it the ideal, non-threatening tool for vulnerable teams. It measures 80 behaviours within ten major competencies and produces two comparative reports.

Team and Team Leader Processes

- Purpose and commitment
- Working as a group
- Contribution to the team
- Interaction
- Focus

Customer Focus

- Communication
- Specialist / product knowledge
- Problem solving
- Customer service
- Concern for quality

The Team Effectiveness Survey assesses the overall effectiveness of the team and can provide the 'kick start' you need to get the team building process started.

Team Effectiveness Survey integrates very well with its sister program, TeamView360°, which focuses on self development within the team and helps to convert team intentions into individual actions.

