

# Team Effectiveness Questionnaire

Please rate the performance of your team on each of the factors listed, using the scale 1 (poor) to 4 (excellent). Record one response to each question in the box on the right of the question, then summarise your answers in the box after the last question. Don't agonise over the answers, your "gut feel" is usually right.

## A. Goals

1. Poor - confusion, diverse opinions, conflicting interpretation of goals.
2. Below average - some agreement as to what goals are, some people know, most people do not feel involved with the purpose of the team.
3. Above average - most (not all) people know the goals and agree on them and most feel involved.
4. Excellent - everybody knows the goals, agrees them and feels involved.

1. Poor	
2. Below Average	
3. Above Average	
4. Excellent	

## B. Participation

1. Poor - two or three people participate in activities and seem to do everything, others stand around or are ignored.
2. Below average - many people participate but as many are ignored or just won't become involved.
3. Above average - most (not all) people participate and are interested in what the group does but a few still won't join in.
4. Excellent - everybody contributes, joins in and listens to others.

1. Poor	
2. Below Average	
3. Above Average	
4. Excellent	

## C. Using Skills

1. Poor - nobody cares what each person can do well, talent is being wasted.
2. Below average - the talents of some people are being used but nobody cares about most of the group.
3. Above average - the skills and talents of most (not all) people are recognised and used but there are still some who are being wasted.
4. Excellent - everybody knows and respects each others' skills and everyone's talents are being used.

1. Poor	
2. Below Average	
3. Above Average	
4. Excellent	

## D. Communication

1. Poor - nobody talks to each other and there are many misunderstandings.
2. Below average - some people talk to each other but not everyone.
3. Above average - most people talk to each other but not all, and there are some misunderstandings.
4. Excellent - everyone talks to each other and there are very few misunderstandings.

1. Poor	
2. Below Average	
3. Above Average	
4. Excellent	

## E. Mutual Support

1. Poor - nobody gives a damn about anyone else.
2. Below average - a few people support each other but only in the good times.
3. Above average - most people support each other.
4. Excellent - everyone supports each other in bad times and good.

1. Poor	
2. Below Average	
3. Above Average	
4. Excellent	

Continued over page ➡



## F. Role Clarity

1. Poor - nobody seems to know what their role is in the team.
2. Below average - some people know what their role is, most do not.
3. Above average - most people know what their role is.
4. Excellent - everyone is really clear on their individual role in the team.

1. Poor	
2. Below Average	
3. Above Average	
4. Excellent	

## G. Responsibility

1. Poor - nobody takes responsibility for doing anything.
2. Below average - only some people will take responsibility for doing tasks.
3. Above average - most people take responsibility for doing tasks where appropriate.
4. Excellent - everyone is willing to take responsibility for doing tasks where appropriate.

1. Poor	
2. Below Average	
3. Above Average	
4. Excellent	

## H. Working together

1. Poor - everyone's jealous of each other, won't help others and keeps to their own territory.
2. Below average - most, but not all people are jealous, unhelpful and territorial.
3. Above average - most people share work, help each other out and "muck in" when needed, but some are still jealous, unhelpful or territorial.
4. Excellent - everyone shares work, helps each other and "mucks in" when needed.

1. Poor	
2. Below Average	
3. Above Average	
4. Excellent	

## I. Feedback

1. Poor - no-one tells anyone else how well they're doing and no-one encourages anyone else.
2. Below average - only some people will give other team members feedback and encouragement.
3. Above average - most people give other team members feedback and encouragement.
4. Excellent - everyone always gives other team members feedback and encouragement.

1. Poor	
2. Below Average	
3. Above Average	
4. Excellent	

## J. Handling Conflict

1. Poor - conflict is suppressed and hidden, people "snipe" at each other and gossip behind their backs.
2. Below average - a few team members will deal with differences of opinion and conflict. Most suppress it or go behind people's backs.
3. Above average - most team members deal with differences of opinion and conflict openly and fairly. A few still suppress it or go behind people's backs and indulge in gossip.
4. Excellent - most team members deal with differences of opinion and conflict openly and fairly and no-one goes behind someone's back or gossips about them.

1. Poor	
2. Below Average	
3. Above Average	
4. Excellent	

Question	Response (1-4)
A. Goals	
B. Participation	
C. Using Skills	
D. Communication	
E. Mutual Support	
F. Role Clarity	
G. Responsibility	
H. Working together	
I. Feedback	
J. Handling conflict	



# Team Effectiveness Questionnaire

## Collating the Team's Responses

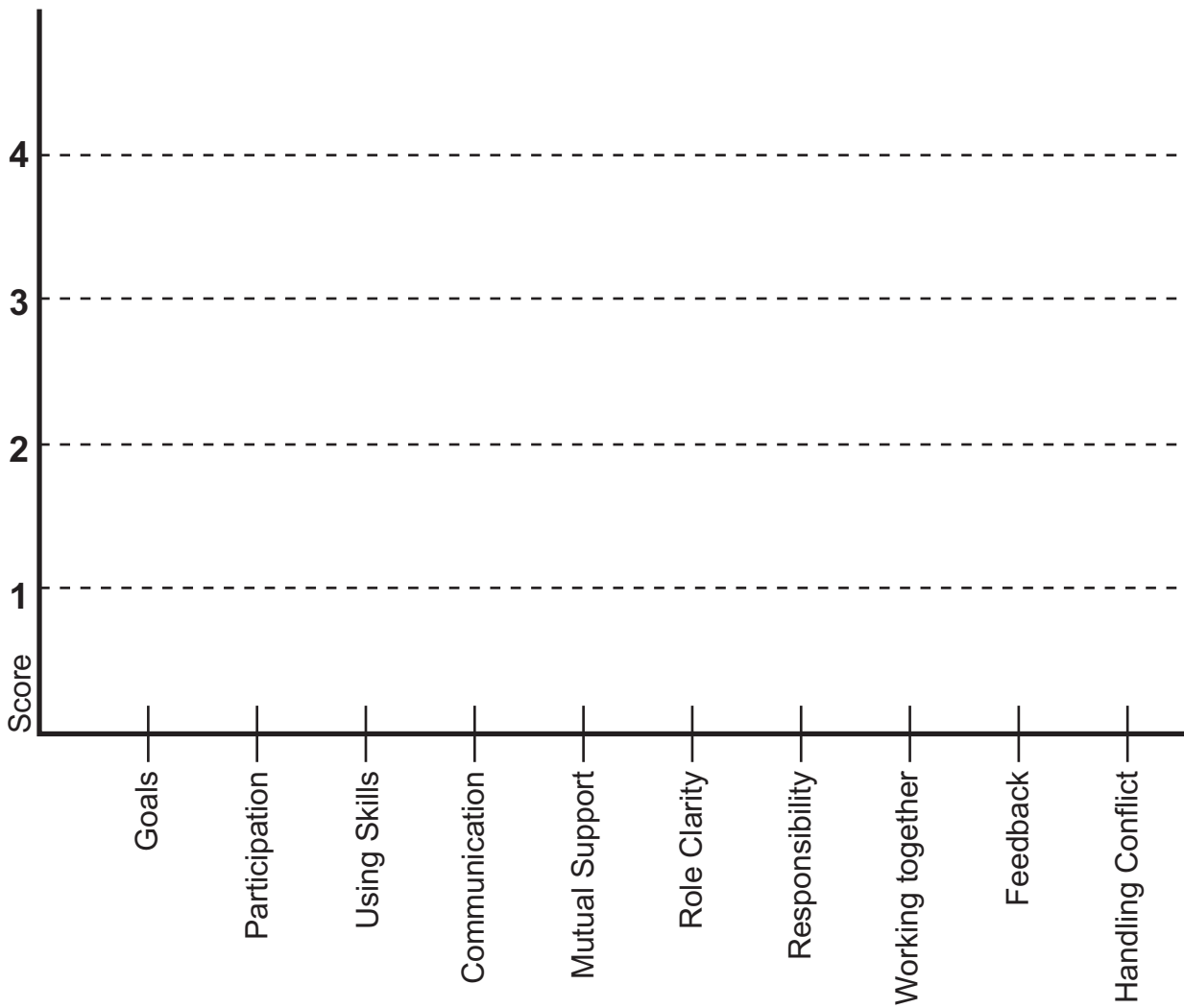
1. Gather up each team member's responses and, while the team are having a short break collate their responses on the table below (or have someone do this for you while you continue working with the group). Add the individual scores for each question and divide by the number of team members to give you a score out of 4. Round up or down to the nearest 0.5 point.

Question	Total of each individual score	Total divided by no. of individuals
A. Goals		
B. Participation		
C. Using Skills		
D. Communication		
E. Mutual Support		
F. Role Clarity		
G. Responsibility		
H. Working together		
I. Feedback		
J. Handling conflict		

2. Transfer these scores to the overhead transparency which has the "Team Effectiveness Questionnaire" grid. A blank transparency is on the next page. Use a large dot to mark each score then join the dots together to form a graph.



# Team Effectiveness Questionnaire



# Lessons from Geese Questionnaire

## Collating and displaying the scores.

Transfer the team's scores for the "Team Effectiveness Questionnaire" to the following and add the scores together in pairs as follows:

### 1. Flying in Formation.

Take the team score from A. Goals \_\_\_\_\_.

Add the team score from F. Role Clarity \_\_\_\_\_.

This equals the team score for Flying in Formation \_\_\_\_\_.

### 2. Staying with the Flock.

Take the team score from B. Participation \_\_\_\_\_.

Add the team score from G. Taking Responsibility \_\_\_\_\_.

This equals the team score for Staying with the Flock \_\_\_\_\_.

### 3. Rotating the Lead.

Take the team score from C. Using skills \_\_\_\_\_.

Add the team score from H. Working together \_\_\_\_\_.

This equals the team score for Rotating the Lead \_\_\_\_\_.

### 4. Honking to encourage others

Take the team score from D. Communication \_\_\_\_\_.

Add the team score from I. Feedback \_\_\_\_\_.

This equals the team score for Honking \_\_\_\_\_.

### 5. Standing by each other

Take the team score from E. Mutual Support \_\_\_\_\_.

Add the team score from J. Handling Conflict \_\_\_\_\_.

This equals the team score for Standing by each other \_\_\_\_\_.

Transfer the score for each of the Lessons from Geese to the OHP grid "Lessons from Geese". A master is provided on the following page. Mark each point with a large dot and join the dots together to form a graph.



# Lessons From Geese

