



IDEAS HUB

Understanding Team Dynamics and Evaluation

STEP 1: Use the scale below to indicate how each statement applies to your team. Try to evaluate the statements honestly and without overthinking your answers.

3 = USUALLY 2 = SOMETIMES 1 = RARELY

STEP 2: Add up the total for each area.

<p>SHARED RESULTS</p>	<ul style="list-style-type: none"> ___ Team members willingly make sacrifices (such as budget, turf, head count) in their departments or areas of expertise for the good of the team. ___ Morale is significantly affected by the failure to achieve team goals. ___ Team members are slow to seek credit for their own contributions, but quick to point out others'. 	<p>TOTAL:</p>
<p>ACCOUNTABILITY</p>	<ul style="list-style-type: none"> ___ Team members call out one another's deficiencies or unproductive behaviors. ___ Team members are deeply concerned about the prospect of letting down their peers. ___ Team members challenge one another about their plans and approaches. 	<p>TOTAL:</p>
<p>COMMITMENT</p>	<ul style="list-style-type: none"> ___ Team members know what peers are working on and how they contribute to the team. ___ Team members leave meetings confident that their peers are committed to the decisions that were agreed on, even if there was initial disagreement. ___ Team members end discussions with clear and specific resolutions and calls to action. 	<p>TOTAL:</p>
<p>UNFILTERED CONFLICT</p>	<ul style="list-style-type: none"> ___ Team members are passionate and unguarded in the discussion of issues. ___ Team members are compelling, and not boring. ___ During team meetings, the most important and difficult issues are put on the table to be resolved. 	<p>TOTAL:</p>
<p>TRUST</p>	<ul style="list-style-type: none"> ___ Team members quickly and genuinely apologize to one another when they say or do something inappropriate or damaging to the team. ___ Team members openly admit their weaknesses and mistakes. 	<p>TOTAL:</p>



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STEP 3: Consider your scores. Which areas did your team score highlight? Which areas need improvement?

AREAS WITH HIGH SCORES

AREAS WITH LOW SCORES

STEP 4: Explore strategies to improve areas with low scores and to maintain areas with high scores. There's always work to be done in a dynamic team.

If your team is inattentive to results:

- Align individual goals and results with the greater team goals.
- Take the time to publicly celebrate results.
- Consider result-based awards.

If your team is avoiding accountability:

- Conduct simple, regular progress reviews using a system like SMART Goals.
- Consider team-based rewards to foster accountability within the group.
- Train on giving meaningful feedback on specific behaviors rather than the person.

If your team has a lack of commitment:

- Focus on clear deadlines to help move projects forward.
- Try low-risk exposure therapy to decision-making for team members.
- Explicitly clarify and recap all decisions and commitments.

If your team fears conflict:

- Have team members share their thoughts and feelings regarding conflict.
- Create explicit team expectations and guidelines for productive conflict.
- Lead the way by asking challenging questions and mining for conflict.
- Point out when productive conflict is occurring and that it's a good thing.

If your team has an absence of trust:

- Model the behavior by being the first to "open up" and extend trust to others.
- Share experiential team experiences outside of your day-to-day work.