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Suggestions for Using the “Team-Effectiveness Checklist”

Objectives:

- Enable team members to assess their collective effectiveness
- Determine areas where the team needs strengthening.
- Gain awareness about what team members think the team does well, and also where it can improve

Intended Audience:

- Managers, for use with their own workgroups
- Internal and external training professionals or facilitators who conduct team-building sessions
- HR professionals who teach their managers how to team build
- Any workgroup that has a facilitator or rotating leadership

Processing the Activity:

- Distribute the questionnaire. Ask participants to focus on a specific team as they put a check in the appropriate column. This can be done virtually with enough lead time to let people fill out the assessment and send their responses back.
- Put people in pairs or small groups so they can discuss their responses. This can also be done as a group in a video conference.
- Identify “No” answers on which there is consensus.
- Discuss results and perceptions among the whole group.
- Make two lists on the easel and flip chart. One label is “Greatest Strengths,” and the other is “Need to Improve.” Get responses from the group about which items go where.
- Discuss where the biggest weaknesses lie and what you want to do about them.

Questions for Discussion:

- What are your/the team’s greatest strengths? Areas ripe for improvement?
- What happens if we/you do nothing?
- If we/you decided to select one area for improvement right now, which one would have the largest impact on our performance?
- The next time you give feedback to diverse team members, how would you approach the conversation? How might you deliver the feedback in a different way?

Caveats, Considerations, and Variations:

- If you have many different cultures represented, some people who are less acculturated to the mainstream may have a hard time speaking up about the group’s weaknesses.
 - Put people in small groups with those they trust and with whom they feel comfortable. That will produce the most involvement and best data. If done virtually, collect these suggestions ahead of time and keep them anonymous.
 - Respect people’s reluctance. Work with them quietly and slowly to build trust. Over time, you will get more participation and openness.
 - Get the cooperation of informal group leaders and you will increase chances of getting the data and participation you want.
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