

## **Team Effectiveness Assessment Methodology (TEAM)**

---

### **Are the teams in your organisation effective and successful?**

When work teams are performing effectively, they have the ability to add substantial value to an organisation. Spire Consulting utilises a Team Effectiveness Assessment Methodology (TEAM) to support organisations in developing their team capability. TEAM is used to benchmark the performance of teams and identify opportunities and areas for potential enhancement. Teams that undertake the survey identify gaps between how they currently perform and how they would like to perform. Benchmark data from 90 business unit teams then assists in identifying areas where improvement actions are necessary. Outputs from the TEAM process include metrics to measure and benchmark team effectiveness and focus on the areas where changes would be most effective.

### **TEAMetrics Assessment Process**

TEAMetrics is a very simple process. Team members complete a web-enabled survey form in relation to current and ideal team performance. Spire Consulting then facilitates the data gathering and analysis process. The surveys submitted are confidential and unable to be traced to an individual.

The team effectiveness data is analysed to determine the specific team profile and the gap between current and ideal team state is determined.

Based on our analysis, we provide a comprehensive report on the team profile outlining the gaps between current and ideal team effectiveness. The report provides recommendations to improve team effectiveness in the areas of goal setting, team norms and processes and role clarity and motivation.

### **TEAM Workshops**

Utilising the TEAMetrics report, Spire Consulting offers customised team workshops to focus on specific areas for performance improvement identified by team members. The workshops focus on implementing pragmatic solutions to improve team effectiveness and operational delivery. It covers:

- Team purpose and role clarity, ensuring the team delivers value and supports the organisation's strategy
- Team performance objectives, and business capability across 'people', 'process' and 'technology'
- Team relationships and role competency, including the value of individual capabilities, leadership and accountability within the team
- Team communication and flow of information, including decision making, problem solving, meeting management and managing conflict within the team
- "Team Glue" - focusing on group cohesion, achievement orientation, trust and openness amongst team members



## Value Measurement

Spire Consulting connects TEAM data with business performance indicators to determine the link between team effectiveness and the impact on business. TEAM data can also be correlated with other external quantitative data to assess and validate overall team effectiveness (customer/stakeholder perception of effectiveness).

## Value Key Benefits and Deliverables

1. Accurate, reliable and quantifiable information on team effectiveness.
2. Benchmarking data for future improvement measurement and/or performance comparisons across 90 other teams.
3. Report, recommendations and follow-up focus on collective performance and promoting desirable behaviour to achieve team goals.

## Start Today

If you want to take the first steps to improving your TEAM effectiveness, please contact;

<b>Dr. Sarah Wright</b>	027 233 4691
<b>Jasmine Watkins</b>	027 491 7257
<b>Paul Rogers</b>	027 440 0867

If you wish to discuss how Spire Consulting can assist your business, please contact us at our offices below or visit our website:

[www.spireconsulting.co.nz](http://www.spireconsulting.co.nz)

<b>Auckland</b> Level 1, Tranz Building 343 Church St, Penrose PO Box 112 320 Auckland Phone: 09 634 9279 Fax: 09 634 8954	<b>Wellington</b> Level 5, Panama House 22 Panama St PO Box 25 171 Wellington Phone: 04 472 2418 Fax: 04 472 2419	<b>Christchurch</b> Level 3, Carson Building 129 Kilmore St PO Box 13 611 Christchurch Phone: 03 377 4518 Fax: 03 377 4918
--	---	--