



"A team intervention that removes the real constraints to team effectiveness will yield returns faster than one that tries to cover all the bases of team functioning"

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## Customised Team Developments using the Team Snapshot Survey

### PURPOSE

- The Team Snapshot Survey has been designed to help teams identify their strengths and development areas quickly. It measures the manner in which the team members work together using 6 team processes that have been found to strongly influence team performance. It also measures the team's health in order to get an accurate picture of the urgency with which the team needs to address its shortcomings.
- Psychology at Work uses the results of the Team Snapshot Survey to customise their Team learning and Team Shift interventions for each team. To ensure there is trust in the process, each team member is provided with the combined results (no individual is identifiable).
- The Team Snapshot Survey can be customised for a team's particular environment.
- It is administered as a pre-assessment and again as a post-assessment (at least 6 months after intervention) to help the team identify the extent to which their efforts have worked.

## What the Team Snapshot measures

The following **6 Team Processes** have been found to be critical to sustainable team performance.

- **Communication** and information sharing between team members
- The team's ability to **explore situations / problems** and generate alternatives
- How easily **decisions** are taken, and if they are based on realistic appraisals.
- How effectively the team **plans, implements** plans and **follows up** on plans in order to ensure delivery
- Whether differences in opinions and needs are seen as natural part of team functioning, and the extent to which **conflict** is managed proactively and with respect.
- **Continuous learning** within the team in terms of being able to reflect on the way they function and actually implement new ways of working together.

**Team Health Indicators** measure the overall condition of the team from team member's points of view. These may be considered the output of the way the team functions. They are used to determine the urgency of the current situation.

- **Commitment** of members towards the team
- **The level of support** and **trust** between team members
- **Synergy** between functional areas
- Team **morale**
- The team's **performance** in terms of achieving results
- Individual team members' **motivation** towards remaining part of the team and helping to enhance team effectiveness.



### GETTING STARTED

## Administration and Reporting

- The Team Snapshot Survey is short questionnaire that has 44 items that link to behaviours the team typically displays. The survey also provides opportunity for team members to give suggestions using 3 open-ended questions.
- The survey is administered via email by Psychology At Work using a protected MS excel document. Communicating directly with team members ensures confidentiality can be maintained.
- The results are presented in graphical format using % frequency of responses as well as average scores that are easy to understand and interpret. When analyzing the results the team's current context is kept in mind (information gathered during contracting phase). The extent to which team members are aligned in their thinking or the possibility of divisions within the team is considered during analysis.