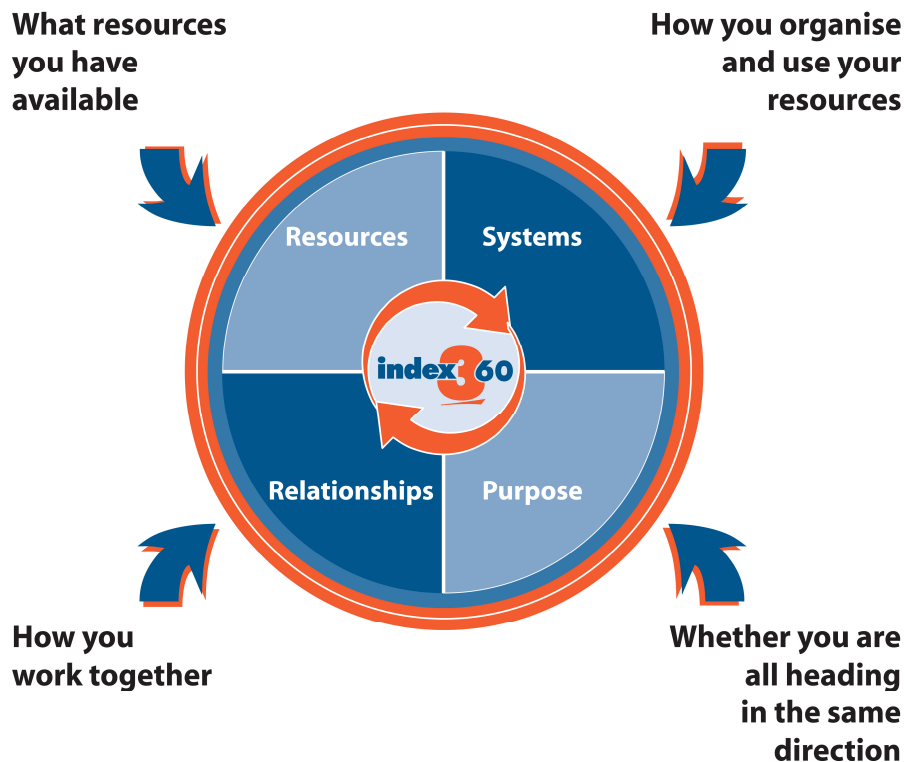




teamindex360© helps managers gain commitment from their team, and then take practical action to improve performance, by providing feedback on how people perceive they are working together.



teamindex360© was developed in 1984 and piloted with BP Oil, Mothercare and Asda in response to a need from clients to provide a practical tool to help improve team performance.

Since its inception over 2,500 teams have used teamindex360© across all industry sectors both private and public including; J & J, Tropicana, Coors Brewers, pricewaterhouseCoopers, Britvic Soft Drinks, Telewest, Electrolux, Argos, Orange, Amersham Health, NHS, SkyePharma and Novartis Pharmaceuticals.

It can be used with any number of people, from a small team to a whole organisation. Comparisons can be made between different groups, functions, etc.

#### When to use it

- For organisations who wish to improve the performance of their teams.
- To provide a clear measure of what members of teams really think about the issues facing them.
- To provide a basis for discussion and involvement among team members.
- To provide a means of measuring progress on a regular basis.
- To improve performance by raising awareness among all members of the team.
- To assist leaders/managers in maintaining the momentum, commitment and ownership of their teams to achieve goals.
- To enable team to focus on the areas 'that really matter' not on assumptions.

*"teamindex360© is a speedy way of getting people to start to talk about things, to focus on the important areas and to discuss different points of view in an open and frank way, enabling everyone to explore together their different attitudes about being in the team. It was an excellent mechanism for informing us about where we sat in the organisation and how we related to other teams. It showed us where we needed to work on our relationships within the team and to understand that we are all different. Everyone really took ownership of what existed and we were able to highlight what we had to do to change".* Commercial Director, Local Government.

# Example of the Questionnaire



## teamindex360 - The Questionnaire

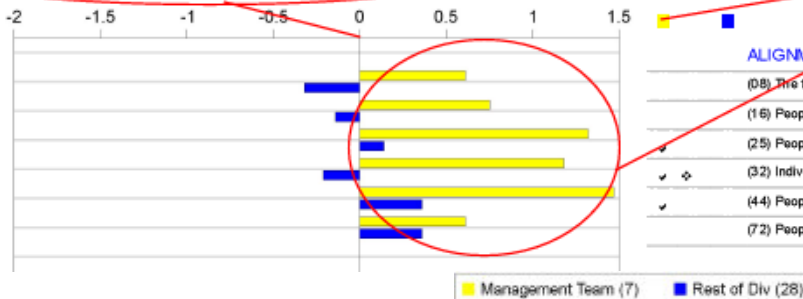
Sales Team, Test Dept,  
TestCo Ltd

The 72 'statements' in the Questionnaire are simple and direct, focusing on the key aspects of team effectiveness

- 01. People are well matched to their jobs  
Disagree 1 2 3 4 5 6 7 Agree
- 02. People follow the systems and procedures  
Disagree 1 2 3 4 5 6 7 Agree
- 03. Individuals' ideas and opinions are listened to  
Disagree 1 2 3 4 5 6 7 Agree
- 04. Everyone has clear objectives  
Disagree 1 2 3 4 5 6 7 Agree
- 05. People help each other  
Disagree 1 2 3 4 5 6 7 Agree
- 06. People feel that ideas are welcomed  
Disagree 1 2 3 4 5 6 7 Agree

## Example of report

Benchmark: Average Response (4.82)



### PURPOSE

Management Team are a lot more positive in this area than the rest of the Division

#### ALIGNMENT AND COMMITMENT

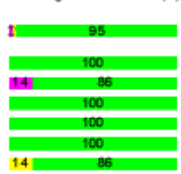
- (08) The team behaves according to agreed values
- (16) People have a shared sense of purpose
- (25) People understand what the team is trying to achieve
- (32) Individuals feel committed to the team
- (44) People are proud to represent the team
- (72) People work together, not against each other

### PURPOSE

#### ALIGNMENT AND COMMITMENT

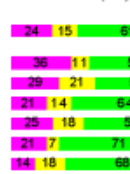
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- (72) People work together, not against each other

#### Management Team (7)



	1	2	3	4	5	6	7
(08)	0	0	2	2	21	60	14
(16)	0	0	0	0	57	43	0
(25)	0	0	14	0	14	57	14
(32)	0	0	0	0	14	57	29
(44)	0	0	0	0	14	71	14
(72)	0	0	0	0	71	29	0
	0	0	0	14	29	57	0

#### Rest of Div (28)



	1	2	3	4	5	6	7
(08)	2	12	11	15	16	25	20
(16)	0	18	18	11	14	29	11
(25)	0	14	14	21	11	18	21
(32)	0	11	11	14	21	21	21
(44)	4	14	7	18	21	21	14
(72)	4	11	7	7	14	29	29
	4	4	7	18	14	32	21

### RESOURCES

Between these two surveys people have become much more successful at managing their workload and efficiency

#### WORKLOAD AND EFFICIENCY

- (01) People are well matched to their jobs
- (22) The workload is balanced across the team
- (24) Time and money are not wasted
- (31) There are sufficient people to do the work
- (37) Time is not devoted to unnecessary work
- (55) People have the resources they need to do the job

	May 2002 (29)	Feb 2004 (35)	% Change (May 2002 - Feb 2004)
(01)	4.32	4.70	8.80%
(22)	4.72	4.94	4.66%
(24)	3.93	4.46	13.49%
(31)	3.86	4.46	15.54%
(37)	4.38	4.49	2.51%
(55)	4.17	4.74	13.67%
	4.83	5.11	5.80%