

Team Connect 360 Report

A guide for team
leaders and sponsors



Why use Team Connect 360?

Team Connect 360 (TC360) is a unique team 360 feedback tool which quickly and efficiently generates insights into how a team is perceived – by its stakeholders and by members of the team itself.

What are the benefits of the TC360?

TC360 provides breadth and depth of insight into your team's stakeholders' view and perceptions – and what's needed to create success. The report reveals the current needs your organisation has of the team in question.

How easy is it to use?

Feedback is gathered online (the questionnaire can be accessed through a PC, tablet or smartphone) and the results collated into a report. It's a quick, easy and cost-effective way to secure feedback from your stakeholders, wherever they're located.

You decide when to start the process and when you want to have the report ready –gathering feedback and collating the final report usually takes about three weeks from start to finish.

What does the report focus on?

The TC360 focuses on six critical areas for high-performing teams.

1. Stakeholder Expectations

What the team is required to deliver

2. Team Tasks

What the team does to meet those expectations

3. Team Relationships

Interpersonal and leadership dynamics

4. Stakeholder Relationships

The nature and quality of connections with those outside the team

5. Team Learning

How the team develops to meet future challenges

6. Overall Productivity

A summary of the team's record on delivery, illustrating how well the team is connected and what it can do to be more effective

Questions

Each section includes a small set of focused questions designed to explore the stakeholders' views of the topic. It is not possible to add or amend questions for individual teams.

What do I need to do as the Team Leader?

Decide which stakeholders to include and the date by which you want the survey to close

Your coach can offer guidance on the types of stakeholders you might include and will provide a form for capturing their contact details. Categories of respondent include:

- **The primary stakeholder**
 - usually the Team Leader's boss
- **Team members**
 - all members of the team including the Team Leader
- **Reports to the team**
 - those who report into the team members
- **Other stakeholders**
 - you can divide these into three categories and group responses together in the report. Stakeholders could include customers, clients, suppliers, partners, regulators, board members etc.

Provide your team coach with the contact details of the selected key stakeholders

- Your team coach will provide you with a simple form for this

Send an email to your stakeholders to position the exercise, encourage their participation and tell them to look out for the email with a link to the questionnaire

- A brief message from you will help to maximise the engagement and response
- Your coach can provide you with a draft message to send to your stakeholders



Simply wait for your report

In the meantime, the following will be happening:

- Within 48 hours of receiving the completed form, invitation emails with links will be sent to your stakeholders
- The system will monitor participation and send reminder emails to prompt stakeholders to complete their responses
- On the due date, your survey will be closed and the responses aggregated into your report
- Your TC360 Report is sent to your Team Coach

Contact

For further information, details of fees and coaches licenced to administer the TC360, contact:

mike.smith@aoec.com
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+44 (0)20 7127 5125

How do I use the TC360 report?

You should meet with your Team Coach to discuss the content of your team's TC360 report and agree how best to make use of the data and share it with the team. We recommend that a Team Coach partners with the team and its leader in assessing the data, identifying key themes and agreeing next steps in the team's development.

How to commission a report

The report is only available direct from the AoEC and through Team Coaches trained and licensed by us. So, speak to your Team Coach or contact:

Mike.Smith@aoec.com
+44 020 7127 5125

