Team Connect 360 (TC360)

FAQs for GTCI Participants

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What is the TC360 tool and how is it used?

TC360 is predominantly used as an initial diagnostic tool during the early stages of a team coaching project to provide a collective view of how the team is currently performing, to help determine where the coach and team should focus. TC360 can also be used in the middle and/or at the end of the team coaching journey, to evaluate progress, and help plan the next stages.

TC360 is an online tool, which is fully accessible via, PC tablet, or smartphone. You agree with your client who the key stakeholders are, enabling you to easily capture feedback on the Teams function and performance from both inside and outside of the team. Our agent, AoEC, will launch the survey, send reminders and keep you updated throughout the process and will produce the client report.

When can I use TC360 from?

You may use the TC360 with one client team within the program, following Module 3 when you will have group support and supervision in your Practicum group while you use it.

What languages is it available in?

TC360 is currently available in English only. There is a facility for development into other languages, but this is led by demand (a minimum of 10) with an added translation cost and developer's lead time of three months.

Can I change the questions?

TC360 was developed as an 'off the shelf' product to save time interviewing clients and stakeholders individually. To keep the cost of this product to a minimum the mechanics of the tool were kept simple.

While it is possible to change the text in the questions the fee for this is $7000. We are working with the technical platform to find a way to reduce this to a feasible level but so far have not found a solution.

Do I have to use TC360 with my client?

You do not have to use this tool with your client – there are other ways you can obtain this information, for example conducting interviews or by using Peter Hawkins' High Performing Team questionnaire (which is free of charge). TC360 is a semi-automated process designed to take some of the legwork away from the coach for this part of the team coaching process, it has been designed as an 'off the shelf product' to enable it to be delivered as cost effectively as possible.

How much does it cost and are there any discounts?

There are no additional UK taxes if the client report is being issued outside of the UK.

The TC360 pricing is based upon the number of people invited to participate in the survey. For up to 30 the costs are as follows:

- Standard price = £665 (US $925)
- STCC/GTCI Practitioner students receive 20% reduction = £550 (US$750) while on the program for their practice client
- Further 20% reduction for Not-for-Profit organizations OR those in lower economy countries as defined by GTCI = £440 (US $600)
- For 31 – 50 respondents include 30% increase
- For 51 – 80 respondents include 25% increase

How and when do I pay for it, can I get my client to pay for it?

The invoice is payable by the coach and will be raised in sterling when you commission the report. As we do not ask for payment until the survey is launched, full payment will be required before we issue the client report.

Please note, we will not be able to invoice or engage with your client directly. This allows you to add your own margin when pricing to your client. We understand that you may be offering this service pro-bono, however, you will need to arrange for any reimbursement of costs incurred independently.

How long does the process take?

We recommend a two-week window from start to finish to allow sufficient time for as many responders to complete as possible. You will need to supply a deadline date, so everyone knows when we are working to. This deadline date can be extended if needs be. We will issue regular reminders to those that have not completed, together with regular updates to you 'the coach' as to how it is progressing.

What do I need to do to set one up?

Please contact TC360enquiries@aoec.com and we will provide a Submission form and an excel spreadsheet Import Data document, which will capture the following:

- Client Name
- The name of the Team
- The proposed start date
- The proposed finish/ deadline date (this can be extended later if required – we recommend at least two weeks)
- Confirmation that the respondents will have been briefed to expect to receive this request before the proposed start date
- Names, email addresses and responder grouping types

How much notice must I give to set a TC360 up?

We require a minimum of 24hrs notice to set things in motion once you have provided details as described above.

How many responders should we have?

We recommend 20 to 30 responders to produce high quality data although it will still work with lower numbers and larger companies will usually have more people to input. The responder numbers are the **total** number of responders, so for a team of 6 we would on average expect (although it will vary for each client) – primary stakeholder x 1; Team Members x 6; Team Reports 6 to 12; Other stakeholders 6 to 12: so, in total between 19 and 31 responders.

Who should be included in the TC360 survey?

That is for you to agree with your client, however, most surveys would usually include the following:

Primary Stakeholder – usually one person, but can be more if required and are usually who the Team report into

Team Members – all of the Team members

Team Reports – selected individuals who report in to the Team

Stakeholders – you can use up to three stakeholder groups, this could include clients, suppliers, regulators or other teams within the organization who have an interest in the team's function and performance.

Please note that we are unable to label the stakeholder types when producing the client report, however, these will be color coded, throughout the report to help you when reviewing the data.

Do we need a start date and a deadline date?

A start date is required so that we know when to launch the survey. We also need to check that you have arranged with your client that the respondents have been briefed to expect to receive this request and understand why they have been asked to provide feedback. This also avoids requests being identified as 'junk mail'.

The deadline date is required to give responders a date to work to and this will be included in the invitation and on each reminder.

Can the deadline be extended if required?

We will send you regular updates throughout the process detailing who has and has not provided feedback. Should you wish to extend the deadline to allow more time for people to respond we can arrange this at no additional cost.

What is the expected response rate?

Typically, we see an overall response rate of between 80% and 85%.

Can we change the report format and branding?

TC360 was developed as an 'off the shelf' product to save time interviewing clients and stakeholders individually. To keep the cost of this product to a minimum the mechanics of the tool were kept simple, as such there is no facility to change the report format or branding.

How long until I receive the report?

We will produce a pdf copy of the final report within one working day of the survey closing. We can also make a printer friendly version available if required at no additional cost.

What if I need help feeding back to my client?

The de-brief with your client is covered during your training with GTCI and is not included with the TC360 fee. You can use the tool with the client that you work with while you go through the GTCI training, however, should be aware that it will not be until GTCI Module 3, where the tool is introduced that you will have the benefit of support and supervision via your Practicum Group.

You can always arrange for some private Supervision with a member of the GTCI Faculty when you debrief if required.

Contact

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

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

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