

# Team Connect 360

Team Connect 360 is a powerful diagnostic which will give your team new and valuable insights into how they can be more effective and productive



# 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.

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

Feedback is gathered online (the questionnaire can be accessed through a PC, tablet or smartphone) and the results are automatically collated into a report. It is 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.



## The Five Disciplines for High-Performing Teams

The TC360 questionnaire is structured around the 'Five Disciplines' needed for high-performing teams, based on the work of Professor Peter Hawkins.

### Meeting stakeholder expectations

Successful teams have a clear mandate from the stakeholders they serve. They need an equally clear purpose and success criteria by which performance can be assessed. The TC360 report captures the views of your primary stakeholder (who the team reports into) and those of other stakeholders (peers, teams, reports, clients, customers and suppliers), clarifying how your team is expected to perform and how success will be measured.

### Fulfilling team tasks effectively

Having ascertained what your stakeholders require, you need to clarify how to execute it. This means defining your 'collective endeavour' – the team's key purpose which can only be achieved by all of you working together. The TC360 report will show how well you have created this joint endeavour and how aligned the team is in its purpose, goals and values.

### Building collaborative team relationships

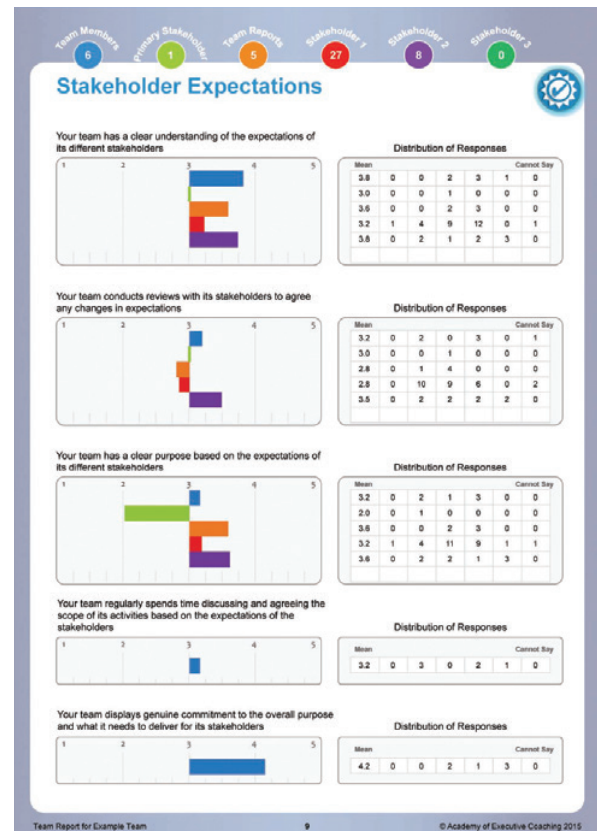
This discipline focuses on how to achieve more as a collective unit than as separate individuals. This requires you to maximise the different skills, experiences, specialisms and styles within your team, so you can generate new thinking and actions. The report data will indicate how well you work together – including the nature of leadership and where existing behaviours and patterns get in the way.

### Connecting well with stakeholders

Your team will only make a difference to the organisation when you effectively connect and engage with all your stakeholders. These stakeholders need to be managed effectively in order to achieve your purpose, objectives and commission. The data in this section of the report will demonstrate how well you as a team connect with these individuals and groups.

### Becoming a learning team

For a team to make the best of their skills and resources, they need to take time to reflect on individual and joint performance – reviewing what you can learn from your successes and failures and how you can use this in the future. This section of the report indicates how well you as a team are capturing the learning for the benefit of the organisation, as well as how it nurtures and encourages the learning and development of each team member.



## Outputs

The feedback is collated into a clear and engaging report, designed for speed and ease of interpretation – helping you identify the key priorities and plan for improvement.

## Detailed Analysis

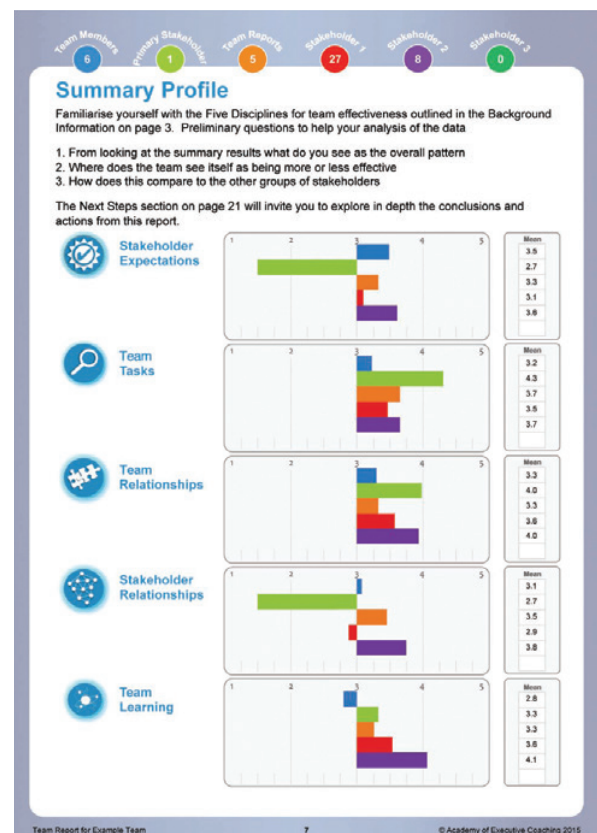
The report includes a number of pages showing a breakdown of the key activities which make up the Five Disciplines, with a comparison of perceptions of effectiveness.

It is not possible to change or add questions to your survey. The last two questions in each section are directed to the team members, so only answered by them.

### Summary Profile

An overview of the Five Disciplines indicating what is and is not working well for the team, reporting the perceptions of the different feedback groups.

In this example it is revealed that the Primary Stakeholder (green) has a very different view of the team's performance from the team members.



## A quick and simple process

Commissioning a report through your team coach is quick and easy. This is the ideal process - from start to feedback:

1. You provide details of those you want to participate in the feedback:
  - the primary stakeholder
  - team members
  - reports to the team
  - other key stakeholders divided into up to three categories
2. Invitation emails are sent to each stakeholder with links to the questionnaire
3. Respondents complete a short questionnaire about the team and its interactions
4. Feedback is aggregated into a report
5. There is a meeting between the Team Coach and Team Leader to discuss the results
6. There is a meeting with the whole team to share the data and to identify key themes and priorities
7. Plan actions for change based on the results

The screenshot shows a 'Sign In' page for the feedback system. It includes a heading 'Sign In', a paragraph asking users to use their email and password, and a link for 'Forgot Your Password?'. Below this are two input fields: 'Email' and 'Password'. A blue 'Sign In' button is positioned below the password field. At the bottom, there are links for 'Forgot your password?' and 'How do I unlock a locked out account?'.

Online questionnaire, login page

The screenshot displays the 'Team Connect Feedback' questionnaire. It features the logos for 'AOEC Unlocking Potential' and 'Renewal Associates'. The section is titled 'Section 1: Stakeholder Expectations' and includes a sub-heading 'a communication from the stakeholders on what they expect the team to deliver'. A rating scale is provided: '1 = Strongly Disagree, 2 = Disagree, 3 = In Between, 4 = Agree, 5 = Strongly Agree, and 0 = Cannot Say'. The questionnaire lists three statements for evaluation, each with a corresponding rating scale. The first statement is 'The team... has a clear understanding of the expectations of its different stakeholders'. The second is 'conducts reviews with its stakeholders to agree any changes in expectations'. The third is 'has a clear purpose based on the expectations of its different stakeholders'. A progress bar is visible at the bottom, and 'Back' and 'Next' buttons are located at the bottom right.

Online questionnaire, question page

The screenshot shows the 'Team Connect Feedback' questionnaire for open-ended comments. It features the logos for 'AOEC Unlocking Potential' and 'Renewal Associates'. The section is titled 'Section 1: Comments on Stakeholder Expectations'. The text explains that for a team to be successful, it needs a clear directive from stakeholders, which includes a clear purpose and defined success criteria. It also notes that the team's key stakeholders (sponsors, reports, customers and suppliers) have different requirements and expectations. At the bottom, there are 'Back' and 'Next' buttons. A footer contains copyright information: '©2020 Academy of Executive Coaching All Rights Reserved | http://www.aeec.com | info@aeec.com | Tel: +44 (0)20 7127 5125 | Privacy'.

Online questionnaire, open ended comments page

## Contact

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

TC360enquiries@aoec.com +44 (0)20 7127 5125

