



# High Performing Team Assessment

## Frontline Team

### Sample Corp

**Report for:** Sample Team

**Date:** 2021-5-13

**Benchmark:** Frontline - Global

# Raters

Manager (Mgr)	4
Team Member (Team)	12
No. of Respondents	16



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# Sample Corp

## Reading and Interpreting this Report

The feedback in this report provides a valuable opportunity to understand your team's strengths and opportunities.

To get the maximum benefit, track the themes and trends that are repeated as you read through the report. These will represent your strengths and your opportunities to improve as a team.

The High Performing Team assessment is based on the PBC High Performing Team model, which comprises the following key components: Performance and Culture. Each component consists of six themes.



### Performance

- Strategy
- Innovation
- Accountability
- Change Readiness
- Results
- Meeting Effectiveness

### Culture

- Trust
- Professional Conflict
- Communication
- Emotional Intelligence
- Collaboration
- Resilience

## Team Title

**Sample Team**

## Team Score

**7.4**

## No. of Respondents

**16**

Benchmark:

10 <sup>th</sup>	25 <sup>th</sup>	50 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>
5.7	6.5	7.0	7.6	8.0

Scoring system

The rating scale ranges from one to ten (1 to 10), with 10 being high. The rating scale is anchored as follows:

1 Completely Disagree

2 Strongly Disagree

3 Disagree

4 Moderately Disagree

5 Slightly Disagree

6 Slightly Agree

7 Moderately Agree

8 Agree

9 Strongly Agree

10 Completely Agree

N/A Not Applicable/Not Observed

# Overall Item Ratings

The High Performing Team Assessment includes 60 items rated on a scale of 1 to 10 (see the rating scale on previous page).

The table below lists the items in descending order. Read through them to identify any common themes among the highest and lowest rated items (from most highly endorsed to the least endorsed).

Rank	Team Score	Benchmark Average	Item
1	<b>8.5</b>	7.4	The team is enthusiastic about change opportunities.
2	<b>8.2</b>	7.6	Our priorities are clearly defined.
3	<b>8.1</b>	8.0	The purpose of our team is very clear.
4	<b>8.1</b>	7.1	The team has a reputation for high performance.
5	<b>8.1</b>	7.5	The team consistently delivers good results.
6	<b>8.1</b>	7.1	The team has established protocols in place to ensure meetings are managed efficiently.
7	<b>8.0</b>	7.0	The team consistently meets their key performance indicators.
8	<b>8.0</b>	7.4	Team members recover quickly from setbacks.
9	<b>7.9</b>	7.8	The team makes use of data and evidence to make informed decisions.
10	<b>7.9</b>	7.0	The team is constantly improving key processes.
11	<b>7.9</b>	7.2	The team meets regularly to review its performance.
12	<b>7.9</b>	7.4	Team members regularly share experiences and knowledge that benefit the whole team.
13	<b>7.7</b>	7.3	The team is creative and can think outside the square.
14	<b>7.7</b>	8.1	The team understands that dealing with changing priorities is part of everyday work.
15	<b>7.6</b>	7.8	Team members demonstrate empathy towards each other.
16	<b>7.6</b>	7.1	Team members have a high level of self-awareness.

Rank	Team Score	Benchmark Average	Item
17	7.5	7.1	The team regularly implements new ideas.
18	7.5	6.9	Team members provide effective feedback to each other.
19	7.5	6.9	Team meetings finish with clear decisions and next steps.
20	7.5	6.1	Team members take good care of self to avoid stress and burnout.
21	7.4	7.2	Individuals in the team have a high level of trust in each other's competency.
22	7.4	7.1	Team members believe that team success is more important than individual success.
23	7.4	7.4	Team members consistently bring a positive attitude to the team.
24	7.3	7.2	Team members go out of their way to help each other succeed.
25	7.2	6.8	The team ensure that the hard issues get discussed.
26	7.2	6.8	The team resolves conflicts in a timely manner.
27	7.1	6.6	Individuals are held accountable by others in the team for their behaviour and conduct.
28	7.1	7.6	The team responds effectively to change.
29	6.9	6.6	Individuals are held accountable by the team for outcomes.
30	6.8	7.2	Team members have a strong sense of connection with one another.
31	6.4	7.4	Team members build trust by openly sharing their personal work experiences with each other.
32	6.4	6.5	The team makes time for social interactions that build personal relationships.
33	6.3	6.8	There is a high level of open and honest communication across the whole team.
34	6.2	6.7	Team members use their emotions intelligently to get the best out of others.
35	5.5	7.0	The team has difficult conversations in a professional manner.
36	5.3	6.6	The team makes time to celebrate successes and milestones.

# High Performing Team Model

The HPTA model consists of two overall team effectiveness domains: Performance and Culture. The sub-theme definitions are provided below.

**Performance** refers to factors that impact on the capability of the team to achieve the deliverables and results they are responsible for. The specific sub-themes include:

1. **Strategy** - having a strategic planning cycle with a short and long term focus
2. **Innovation** - implementing new ideas around process improvement and new products/markets
3. **Accountability** - holding each other accountable and challenging each other to perform
4. **Change Readiness** - dealing readily with changes in the work environment
5. **Results** - delivering sustainable and high quality results
6. **Meeting Effectiveness** - having efficient and effective meetings with defined purpose

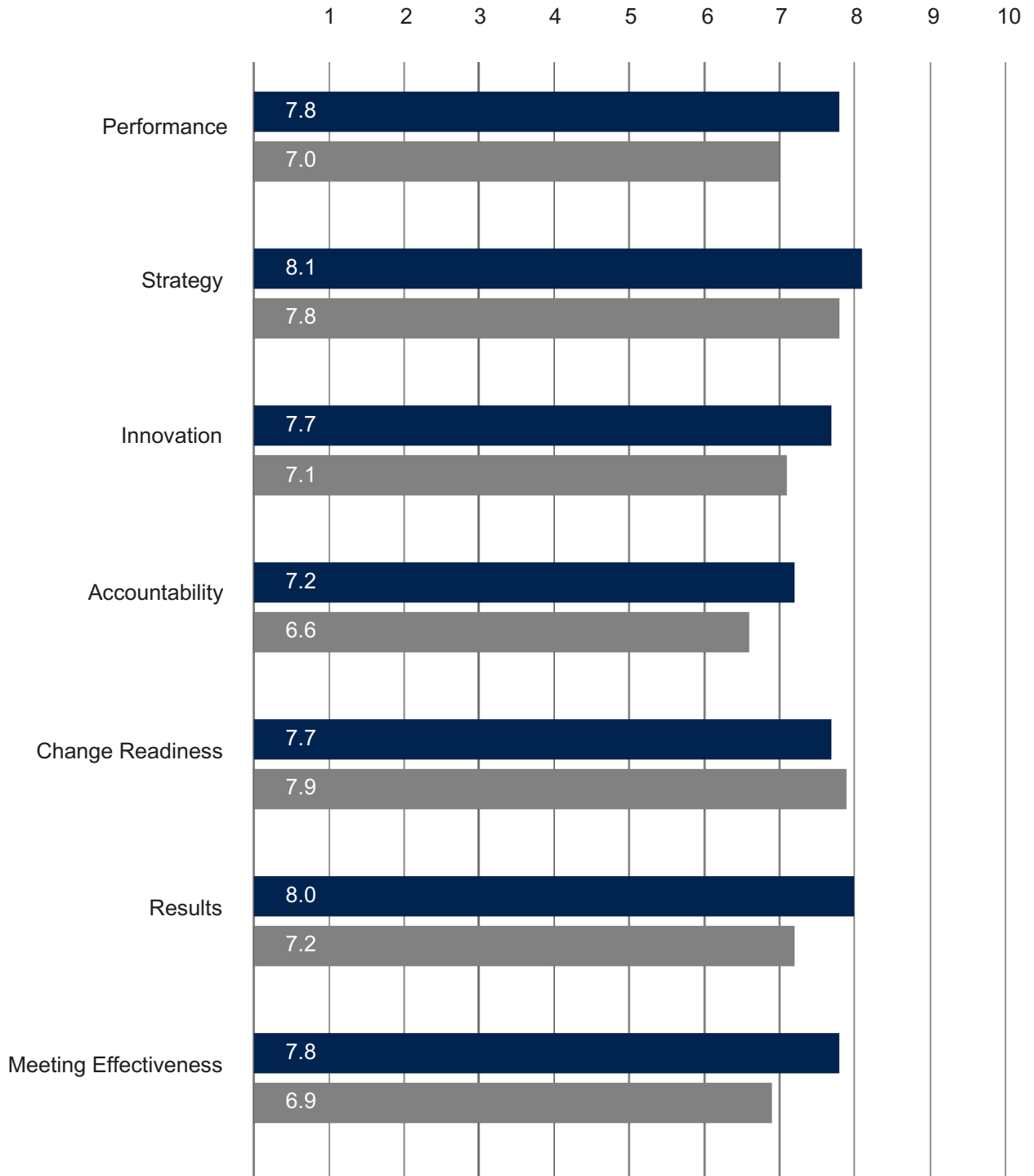



**Culture** refers to factors that impact on the team's standards of behaviour and values that influence how they work together to achieve their objective. The specific sub-themes include:


1. **Trust** - team members being open to trusting and connecting with each other
2. **Professional Conflict** - ensuring conflict and conversations about challenging issues are constructive and professional
3. **Communication** - team members actively share information and communicate to support each other
4. **Emotional Intelligence** - showing a high level of self-awareness, self-regulation and emotional intelligence
5. **Collaboration** - team members take proactive action to collaborate and share resources
6. **Resilience** - having strong resilience and capacity to bounce back from setbacks

# Performance Scores by Theme

The graph below displays the average scores for the Performance domain and each of its themes. Higher scores indicate strengths and lower scores indicate areas for improvement.



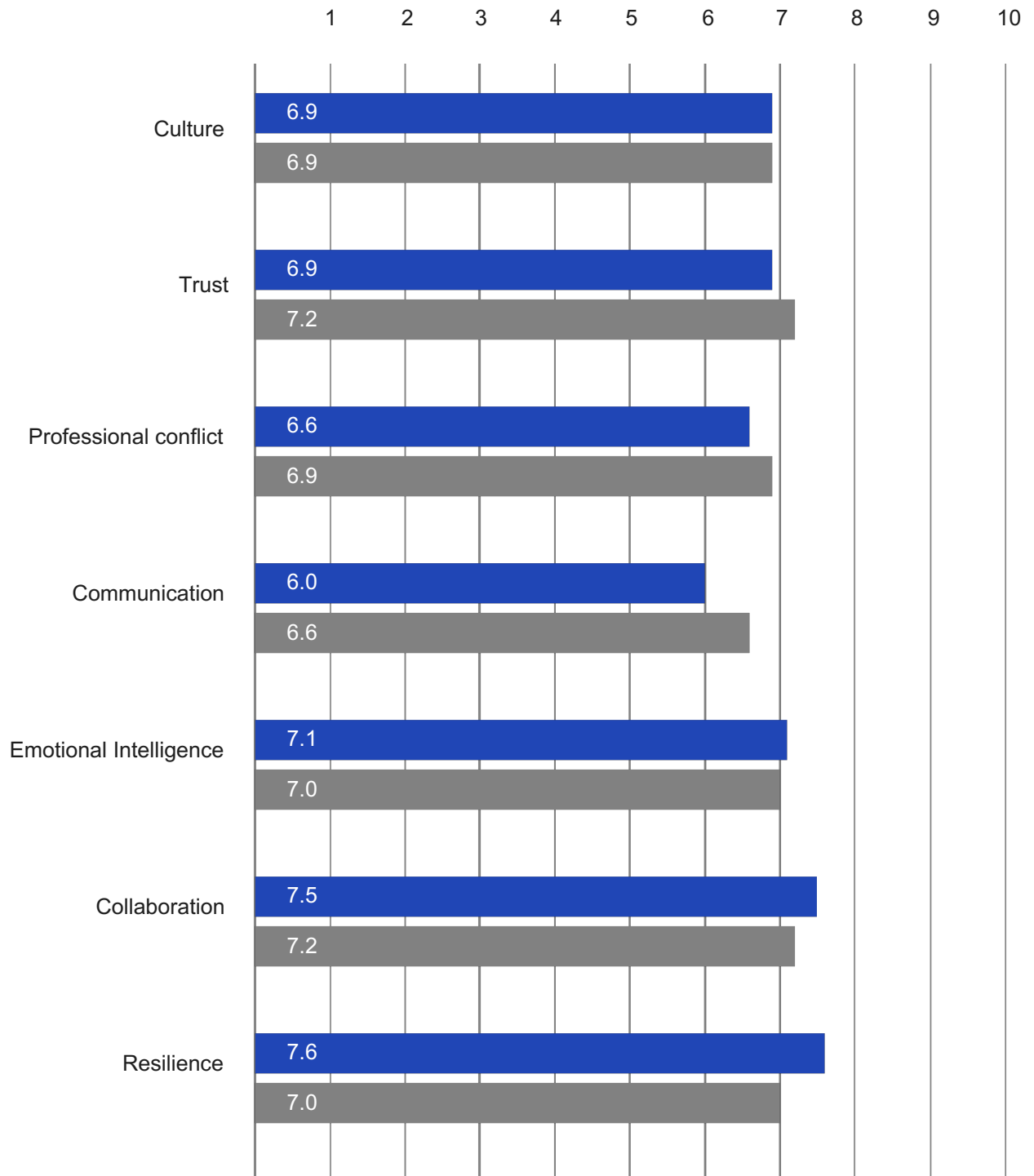
 = Team Score


 = Benchmark: \*


= The benchmark is based on our database of High Performing Team Assessments completed across multiple industries. This benchmark is updated annually.

# Culture Scores by Theme

The graph below displays the average scores for the Culture domain and each of its themes. Higher scores indicate strengths and lower scores indicate areas for improvement.



 = Team Score

 = Benchmark: \*

= The benchmark is based on our database of High Performing Team Assessments completed across multiple industries. This benchmark is updated annually.



# Performance

Bench- mark	Team Score	Team SD*	Themes and Items	Rater Group	Response Frequencies											
					1	2	3	4	5	6	7	8	9	10	N/A	
7.0	7.8	28.0	Performance													
7.8	8.1	5.3	Strategy													
7.6	8.2	2.0	Our priorities are clearly defined.	Mgr							1	1	1	1		
				Team		1					2	3	3	3		
8.0	8.1	1.8	The purpose of our team is very clear.	Mgr						1		1	1	1		
				Team			1			1		6	1	3		
7.8	7.9	2.0	The team makes use of data and evidence to make informed decisions.	Mgr						1		1	1	1		
				Team			1		1		3	1	3	3		
7.1	7.7	4.7	Innovation													
7.0	7.9	1.8	The team is constantly improving key processes.	Mgr								3	1			
				Team			1		1		1	4	3	2		
7.3	7.7	2.2	The team is creative and can think outside the square.	Mgr						1	1	1			1	
				Team	1					1	2	3	3	2		
7.1	7.5	2.1	The team regularly implements new ideas.	Mgr							1	2	1			
				Team			2			1	2	2	2	2	1	

\* SD – standard deviation of the raters from the average score

# Performance

Bench- mark	Team Score	Team SD*	Themes and Items	Rater Group	Response Frequencies																	
					1	2	3	4	5	6	7	8	9	10	N/A							
6.6	7.2	4.7	<b>Accountability</b>																			
6.6	7.1	2.5	Individuals are held accountable by others in the team for their behaviour and conduct.	Mgr								2	1							1		
				Team	1		1	1			1	1	4	2	1							
6.6	6.9	1.7	Individuals are held accountable by the team for outcomes.	Mgr						1	1	1	1									
				Team			1		2	2	2	3	2									
6.9	7.5	2.0	Team members provide effective feedback to each other.	Mgr						1	1	1								1		
				Team			1	1			1	1	4	3	1							
7.9	7.7	5.8	<b>Change Readiness</b>																			
8.1	7.7	2.1	The team understands that dealing with changing priorities is part of everyday work.	Mgr						1	1	1								1		
				Team			1	1				2	4	1	3							
7.4	8.5	1.9	The team is enthusiastic about change opportunities.	Mgr									2							1	1	
				Team			1				1		2	4	4							
7.6	7.1	2.2	The team responds effectively to change.	Mgr								2	1							1		
				Team			2	1			2	1	3	2	1							

\* SD – standard deviation of the raters from the average score

# Performance

Bench- mark	Team Score	Team SD*	Themes and Items	Rater Group	Response Frequencies										
					1	2	3	4	5	6	7	8	9	10	N/A
7.2	8.0	5.5	<b>Results</b>												
7.1	8.1	1.7	The team has a reputation for high performance.	Mgr							1		2	1	
				Team				1		1	3	2	3	2	
7.5	8.1	1.9	The team consistently delivers good results.	Mgr							1	1	1	1	
				Team			1			1	3	1	3	3	
7.0	8.0	1.2	The team consistently meets their key performance indicators.	Mgr						1		2		1	
				Team						1	2	5	2	1	1
6.9	7.8	5.6	<b>Meeting Effectiveness</b>												
7.1	8.1	1.4	The team has established protocols in place to ensure meetings are managed efficiently.	Mgr							2	1	1		
				Team					1	1	2	1	5	2	
6.9	7.5	2.4	Team meetings finish with clear decisions and next steps.	Mgr								2	1	1	
				Team	1		1			1	3	1	4	1	
7.2	7.9	2.8	The team meets regularly to review its performance.	Mgr							1	1	1	1	
				Team		1	2						2	1	6

\* SD – standard deviation of the raters from the average score

# Performance

Bench- mark	Team Score	Team SD*	Themes and Items	Rater Group	Response Frequencies																	
					1	2	3	4	5	6	7	8	9	10	N/A							
6.9	6.9	29.0	<b>Culture</b>																			
7.2	8.1	7.0	<b>Trust</b>																			
7.4	6.4	2.8	Team members build trust by openly sharing their personal work experiences with each other.	Mgr			1		1	1		1										
				Team	1		2				2	1	2	2	2							
7.2	7.4	2.3	Individuals in the team have a high level of trust in each other's competency.	Mgr					1		1	1							1			
				Team			2				2	1	3	1	3							
7.2	6.8	2.3	Team members have a strong sense of connection with one another.	Mgr						2		1						1				
				Team	1		1				2	4	2	1	1							
6.9	6.6	6.6	<b>Professional conflict</b>																			
6.8	7.2	2.5	The team ensure that the hard issues get discussed.	Mgr						2		1						1				
				Team	1		1				2		4	3	1							
7.0	5.5	2.8	The team has difficult conversations in a professional manner.	Mgr				1		2								1				
				Team	2	1	2				2	1	2	2								
6.8	7.2	2.1	The team resolves conflicts in a timely manner.	Mgr						1	1	1								1		
				Team			2				3	1	2	3	1							

\* SD – standard deviation of the raters from the average score

# Performance

Bench- mark	Team Score	Team SD*	Themes and Items	Rater Group	Response Frequencies																
					1	2	3	4	5	6	7	8	9	10	N/A						
6.6	6.0	5.6	<b>Communication</b>																		
6.8	6.3	2.3	There is a high level of open and honest communication across the whole team.	Mgr			1			1	1					1					
				Team			3			3	2	3				1					
6.6	5.3	2.7	The team makes time to celebrate successes and milestones.	Mgr		1	1			1			1								
				Team	1	1	2		1		3	2	1								
6.5	6.4	2.2	The team makes time for social interactions that build personal relationships.	Mgr			1		1	1			1								
				Team			1		2	2	2	2	1								
7.0	7.1	4.6	<b>Emotional Intelligence</b>																		
7.8	7.6	1.9	Team members demonstrate empathy towards each other.	Mgr				1				1	1							1	
				Team				1		3		4	2	2							
7.1	7.6	2.4	Team members have a high level of self-awareness.	Mgr									3							1	
				Team	1		1					2	4	2	2						
6.7	6.2	2.1	Team members use their emotions intelligently to get the best out of others.	Mgr					1	1	1									1	
				Team		1	1	1	1	3	3					2					

\* SD – standard deviation of the raters from the average score

# Performance

Bench- mark	Team Score	Team SD*	Themes and Items	Rater Group	Response Frequencies												
					1	2	3	4	5	6	7	8	9	10	N/A		
7.2	7.5	6.1	<b>Collaboration</b>														
7.1	7.4	2.4	Team members believe that team success is more important than individual success.	Mgr						1	1	1			1		
				Team	1		1					2	4	2	2		
7.4	7.9	2.2	Team members regularly share experiences and knowledge that benefit the whole team.	Mgr								2	1	1			
				Team			2			1		4	3	2			
7.2	7.3	1.9	Team members go out of their way to help each other succeed.	Mgr							1	2			1		
				Team				2	1	1	3	2	2	1			
7.0	7.6	5.3	<b>Resilience</b>														
7.4	7.4	2.2	Team members consistently bring a positive attitude to the team.	Mgr						2	1			1			
				Team			2		1			5	1	3			
7.4	8.0	1.8	Team members recover quickly from setbacks.	Mgr								3			1		
				Team				1		3	1		5	2			
6.1	7.5	2.3	Team members take good care of self to avoid stress and burnout.	Mgr						1		2			1		
				Team			2			1	1	4		3	1		

\* SD – standard deviation of the raters from the average score

# Opportunities to Improve

Raters were asked to choose the top four opportunities to improve the Performance and Culture of the team from the list below. The top opportunity to improve has a weight of 4, the second has a weight of 3, the third has a weight of 2 and the fourth of 1. The score in the right-hand column is the sum of the scores.

Benchmark	Team Rank	Opportunities to Improve	1	2	3	4	Total Score
3	1	IMPROVE COMMUNICATIONS: Open and honest communications, keep us updated, share the big picture, share information, communicate decisions	2		2	5	28
7	2	CLEARER GOALS AND PRIORITIES: Clear priorities and KPI's, shared sense of purpose, agreed direction			2	3	18
10	3	CLEARER ROLES AND RESPONSIBILITIES: Clarify exactly who does what, clearly define job descriptions, get people to take ownership, understanding each other's roles and responsibilities	1	2	2	1	15
2	4	PROCESS IMPROVEMENT: Streamline processes, standardise processes, continuous improvement, improve internal processes, consistency		1	1	2	13
7	4	TACKLE THE DIFFICULT ISSUES: More healthy debate, challenge each other, discuss the hard issues, don't avoid conflict		3	1	1	13
5	5	MORE ACCOUNTABILITY: Challenge each other constructively, correct poor behaviour, stronger KPI reviews, hold people responsible, challenge poor performers		1	2	1	12
6	6	SET PRIORITIES: Be clear on priorities from the beginning, allocate time according to priorities, better manage competing priorities, honest discussions on priorities	1	2	1		8
9	7	MORE RESOURCES: Need more resources, align resources to business objectives, better resource planning, better sharing of resources			1	1	7
8	8	TEAM BUILDING: Understand each other, share our strengths and weaknesses, build self-awareness, team building exercises, understand each other's personality and work style	3	1			5
13	9	MORE SOCIAL OCCASIONS: Social events, more time together as friends, social activity, regular social occasions	2	1			4
10	9	CELEBRATE SUCCESSES: Celebrate achievements, more recognition and reward, recognise good performance, celebrate wins and milestones	2	1			4
1	10	MORE COLLABORATION: One team approach, no silo's, less them and us, all on the same page, working together with one goal			1		3
11	11	REGULAR FEEDBACK: Continuous performance feedback, constructive feedback, ongoing feedback on how to do better		1			2
14	12	BETTER MEETINGS: Clearer agendas, improve punctuality, better attendance, not wasting time, regular meetings for catch ups	1				1
15	13	REGULAR MEETING RHYTHM: Regular business reviews, regular team meetings, stronger planning process, separate operational from strategic reviews, strategic discussions					0

# Comments

This section provides verbatim comments from all respondents in relation to the Performance and Culture of the team. You will gain the most value if you pay attention to the frequently occurring topics and suggestions. Try to view the information objectively and reconcile it with the information in the previous sections of the report.

## What would improve the PERFORMANCE of the team?

- Mgr: Better communication and fair treatment amongst staff
- Mgr: Understanding each other job scopes and strengths.
- Mgr: Create some type of incentive.
- Mgr: by sharing more ideas on how to improve the processes
- Team: Setting KPI's for the team and helping them understanding the roles are working in and guiding them in the process so that they can get the best results.
- Team: improving systems and processes
- Team: Better compensation and clearer goals and priorities
- Team: To send them to the training of their job description
- Team: Better team work and looking out the greater good of the group rather than a individual win
- Team: Effective leadership: A clear structure of the career path:
- Team: Working together and communication is very important to me.
- Team: better team dynamics
- Team: Understanding organizational priorities
- Team: Better communication
- Team: Insentives, performance bonuses and price/awards giving
- Team: WORKING AS A TEAM



## What would improve the CULTURE of the team?

- Mgr: Encourage coaching and training to staff so that everyone better performs their duties
- Mgr: Social gatherings, open and free conversations.
- Mgr: Have monthly or quarterly team buildings
- Mgr: by having the team spend more time together and understanding each other
- Team: By asking questions and being open to each other with anything related to work projects
- Team: More team building activities
- Team: More social gatherings
- Team: To support each other
- Team: Team building outside of the office environment , where people can relate to each other out of the mutual ground of the work place
- Team: The culture is not something that is important to me in this organisation. I genuinely do not want to go beyond the professional boundaries anyone here, just want to come and do my work and leave.
- Team: Social meetings together as friends
- Team: better team dynamics
- Team: Better understanding and Trust towards team members
- Team: Creating an environment where honest conversations can be had, without it being seen as a personal attack.
- Team: ASSIGN AND ALIGN TEAM GOAL

## What are the strengths of this team?

- Mgr: The team has really shown their ability to perform to a high level, including when working through some significant challenges and under more pressure than usual.
- Team: We really work together quite effectively as a team. This includes ensuring that our meetings finish with clear decisions and next steps to ensure that we are productive and achieving desirable outcomes. We are also very clear on our strategic priorities which helps when prioritising actions.
- Team: Being able to think creatively when generating ideas and solutions and then ensuring that these ideas are turned into reality.
- Team: Challenging each other to improve and perform to a high standard. As a team, we are very driven and motivated to be a high performing team.
- Team: The team is really good with when we have been required to deal with changing circumstances. We have also been able to show our ability to really perform at a high standard when dealing with challenging situations.
- Team: 1. Dealing with challenging situations and setbacks. 2. Identifying opportunities to improve and add value. 3. Achieving set goals and KPIs.