TEAM QUALITY

What influences your results -
and what you can influence

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Every team has a mission: To create results

Profitability/
efficiency

$

You need three
different kinds of
results to succed
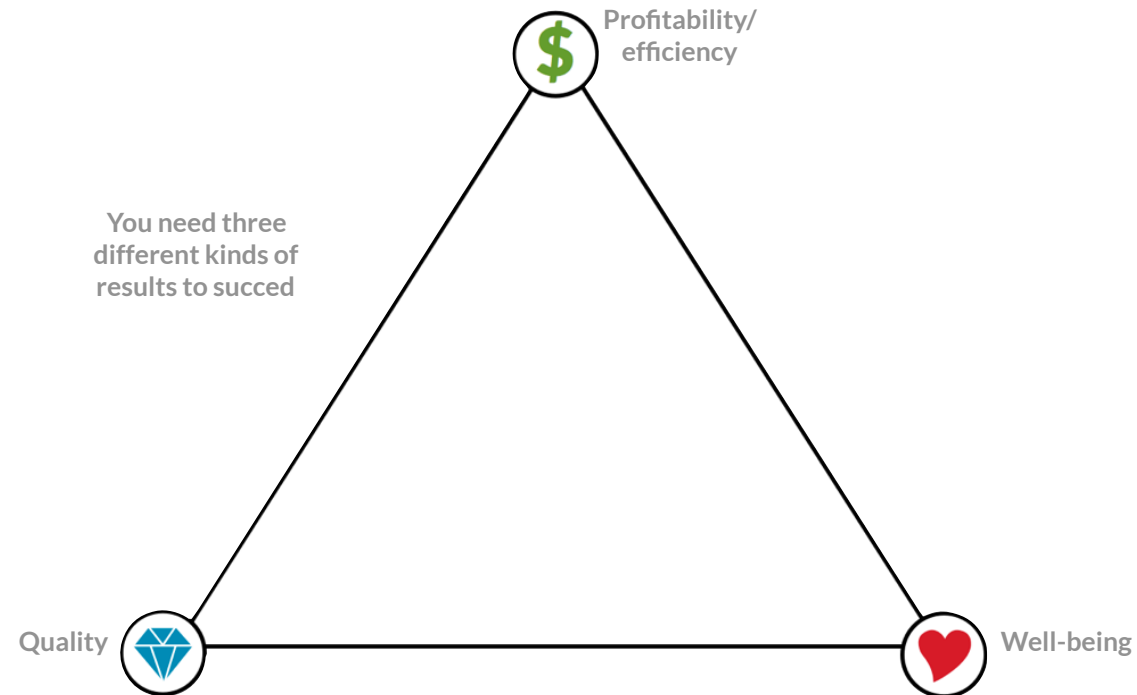
Quality ◆

♥ Well-being

In order to create a long-term sustainable result, focus on all key factors is what is needed: **profitability/ efficiency, quality** and **well-being**.
Short time-scale we don't need all three , but long-term we do.

We can clearly see that various lines of businesses that work in the same environment and under the same

external preconditions (industry, economic climate, market-place etc) have patterns that look different.
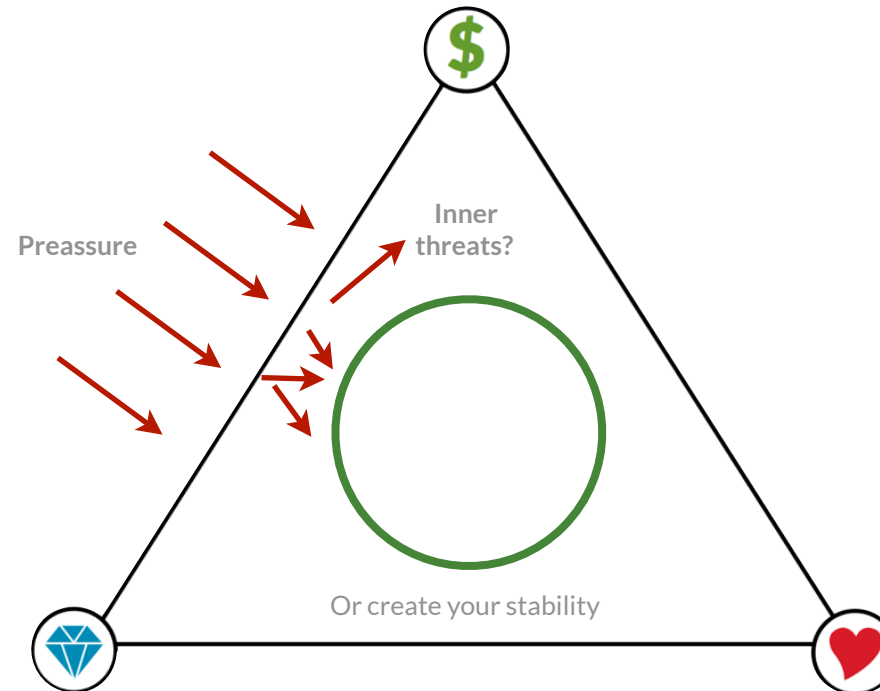
Some of them deliver high profitability and quality, while at the same time creating wellbeing among the employees, and they manage to do this over time. Others deliver a worse result, also over time.

Apart from the individual, the smallest unit in the daily business is the group or team.

This is where we find the greatest potential to affect the ability to deliver long-term, sustainable results.

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External factors and inner stability

$ (circle, top)

Preassure

Inner threats?

Or create your stability

💎 (circle, bottom left)   ❤ (circle, bottom right)

All businesses are exposed to pressure
Customer demands, competition, changed
preconditions, the market, legislation, circumstances...
There is a pressure - outer factors - which affects all
lines of businesses, groups and teams.
All the time.
And they change over time.

**Internal ambiguity enhances external factors**
With unclear goals, bad structures and bad interplay
plus other common negative aspects, we also get inner
threats:
Insecurity, uncertainty, confusion, inefficiency, internal
competition and contradictory agendas.

This makes your business look as if it were run from the
outside; rocky and unclear.

You need to agree and take personal responsibility
Then the inner stability and safety increase.
Energy is not wasted on internal insecurity, and the
external factors are more manageable.
You can face them in a whole new way, be proactive and
even make use of the outer energy.

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Five internal factors that creates stability and results

GOALS

STRUCTURE

INTERPLAY

DEVELOPMENT

ENGAGEMENT
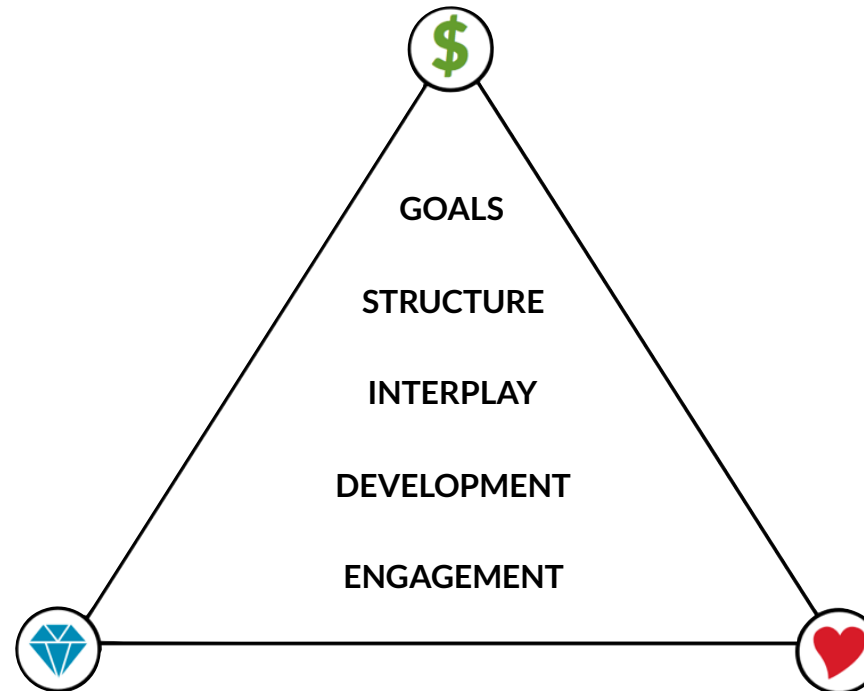
These five developable areas play important roles in team performance.

GOALS
That there is a clear common task. That there are short-term and long-term goals worth celebrating.

STRUCTURES
That there are relevant meetings which contribute to fulfilling the goals. That structures that deal with decisions and information are beneficial to the delivery. That roles and areas of responsibility are well-defined.

INTERPLAY
That the internal interplay of the team is open and benefitial to the task.

DEVELOPMENT
That there is ongoing, everyday learning. That competence is developed. That goals, structures etc are continiously updated and questioned.

ENGAGEMENT
That there is a high level of engagement to the task.
That there is a clear value in the delivery.
That there is a joint focus on what is important right now.

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Questions for Team Quality Survey

Here are 35 strengths in the five areas that you can influence as a leader or team-member to impact the teams profitability/efficiency, quality and wellbeing.

How is it in your team?
How do you act in your team?

GOALS

JOINT MISSION
Our team has a clear, joint mission (we know what we are going to accomplish together).

ENGAGING GOALS
We have long-term, engaging goals.

ENGAGING SUB-TARGETS
We have engaging sub-targets.

FOLLOW UP
We follow up our progress.

CELEBRATE
We pay attention to success/celebrate when we succeed.

PERSONAL RESPONSIBILITY
I take responsibility for the goals of the team (I clarify and contribute).

COLLEGUES' RESPONSIBILITY
My colleagues take responsibility for our goals.

STRUCTURE

CLEAR AREAS OF RESPONSIBILITY
We have clear areas of responsibility in the team.

SMART WAYS OF WORKING
We work in smart (efficient and lean) ways together.

LEAN ROUTINES
We have routines that make our job smooth.

EFFICIENT DECISIONS
We can make decisions in an efficient way.

GOOD TEAM MEETINGS
Our team meetings have a forward direction.

PERSONAL RESPONSIBILITY
I make sure we work together, using good structural frameworks.

COLLEGUES' RESPONSIBILITY
My colleagues make sure we work together, using good structural framworks

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Questions for Team Quality Survey

INTERPLAY

OPEN COMMUNICATION
We have an open way of communicating in the team.

FEEDBACK
We give each other sufficient feedback.

STRENGTHS AND WEAKNESSES
We know about each others' strengths and weaknesses.

A POSITIVE ATTITUDE
We have a positive and encouraging attitude towards each other.

CO-OPERATION FRAMES
We have clear-cut frames about how we act with in the team.

MY COOPERATIVE RESPONSIBILITY
I take responsibility for our mutual co-operation (openness, feedback, encouragement).

COLLEGUES' RESPONSIBILITY
My colleagues make sure we interact well together.

DEVELOPMENT

DEVELOPMENT DELIVERY
We constantly develop our deliveries (products or services).

DEVELOPS WAYS OF WORKING
We constantly develop our ways of working.

THE RIGHT COMPETENCE
We make sure we have the right competence for our task.

INSPIRED BY THE ENVIRONMENT
We let ourselves be inspired by our environment in order to improve.

CREATIVE CHALLENGES
We challenge ourselves with new ideas and creative solutions.

MY RESPONSIBILITY FOR JOINT DEVELOPMENT
I take responsibility for our joint development.

COLLEGUES' RESPONSIBILITY
My colleagues take responsibility for our joint development.

ENGAGEMENT

GREAT ENGAGEMENT
We feel a great engagement to our joint mission.

VALUABLE - TO ME
I feel that what we are doing is valuable - to me.

VALUABLE - TO OTHERS
I feel that what we are doing is valuable - to others.

PRIORITATION AGREEMENT
We have agreed on what is prioritized right now.

VOLUNTARY RESPONSIBILITY
Everyone in the team takes on responsibility and tasks voluntarily.

PERSONAL ENGAGEMENT RESPONSIBILITY
I take responsibility for our engagement.

COLLEGUES' ENGAGEMENT RESPONSIBILITY
My colleagues take responsibility for our engagement

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Two simple steps towards Team Quality

GOALS

STRUCTURE

INTERPLAY

DEVELOPMENT

ENGAGEMENT

Agree

Take personal responsibility
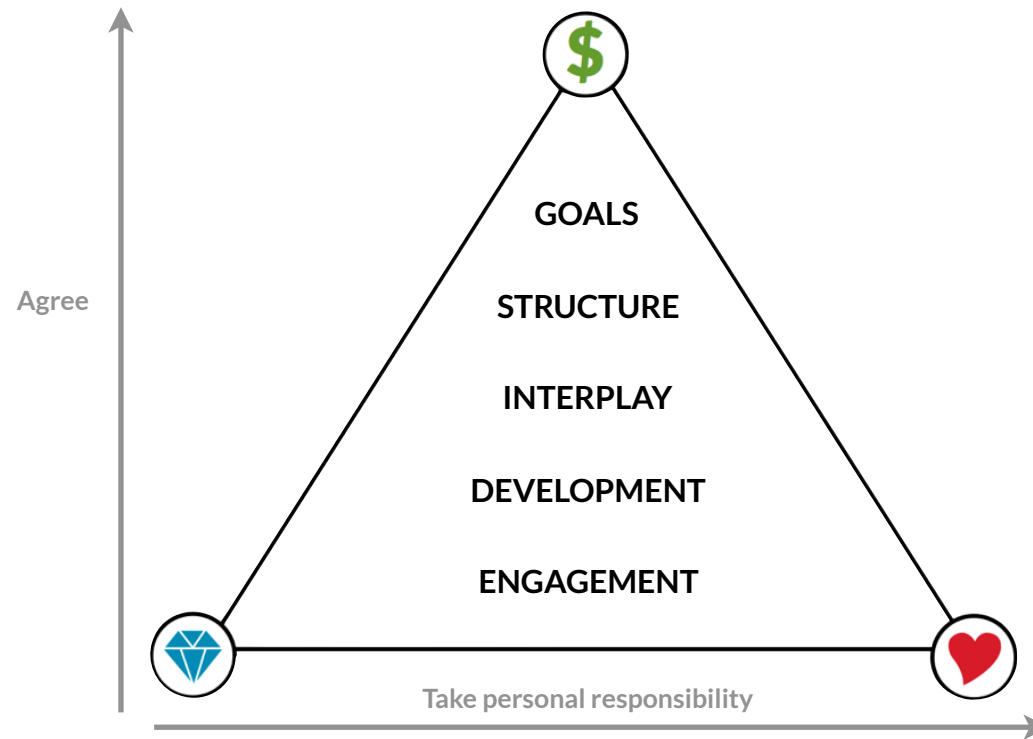
There is a clear methodology for increasing the Team Quality of the work group.
Two simple steps.

1) Agree
Talk a lot about the five areas, so that you can agree on goals, structures, interplay, development culture and engagement in your group.

2) Take personal responsibility
If everyone takes personal responsibility for focusing on what you have agreed on - then things will happen.
If not - then things won't happen...

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