

Purpose - 4 Items

1. Team members express understanding of how they contribute to the overall purpose of the organization.
2. Individuals on this team have goals that contribute to the team's accomplishment of objectives.
3. A mission statement is referred to when making important team decisions.
4. Satisfying customers is central to all that we do here.

Role Clarity - 4 Items

1. People on this team express clear understanding about what they should be doing on the job.
2. Job responsibilities are openly discussed and clarified.
3. Every role to meet our objectives is filled.
4. The right people are in the right jobs.

Work Environment - 6 Items

1. Suggestions made by members are fully explored.
2. Team members help each other if needed.
3. Team members show respect for the diverse backgrounds and talents of other members.
4. Team members appear to trust each other.
5. People seem to enjoy working for this organization.
6. Team members have the work materials they need to do their job.

Conflict Management - 3 Items

1. Team members use consideration and tact when voicing disagreement.
2. When in conflict, team members state their own wants and needs clearly and directly with one another.
3. Differing points of view are discussed until agreements are reached that make sense to all parties involved.

Communication - 5 Items

1. Important decisions are based on a strong cross section of view points.
2. Team members share information openly and freely.
3. Individuals keep others informed about their projects and priorities.
4. The team effectively involves everyone in discussions so that a few people do not dominate.
5. Team members use effective methods of communicating changes or important information to both internal and external customers.

Performance - 5 Items

1. Our team reviews it's roles, performance and expectations on a regular basis.
2. Good performance is recognized and rewarded.
3. Our teams' performance gets results.
4. Performance standards are clearly defined.
5. Team members get the training they need to perform well.

Feedback - 3 Items

1. Team members praise each other for a job well done.
2. When things do not go well, team members receive constructive feedback.
3. Feedback is provided in a non-judgemental way.

Team Time - 2 Items

1. The team manages its time effectively.
2. Meetings are well organized and are a valuable use of time.

Problem Solving - 3 Items

1. Solutions to problems are based on facts and data.
2. Team members evaluate alternatives before making decisions.
3. Problems are clearly defined at the beginning of any discussion.