ARCH PROFILE

MR 360

TEAM PROFILER: TEAM 360 (Team Effectiveness Assessment Matrix)

Company:	Acme Company
Team:	Sales Department
Date:	May 12, 2022 at 3:09 pm

Table Of Contents

Introduction

TEAM 360 functions as a performance compass – it details how your team is performing as a unit. In order to create a successful team, all members must be at their best. If there are gaps between various members' skills or knowledge, it affects the success of the whole team.

The objective of the 360 feedback system is to reveal the strengths and deficiencies of each team member and the group as whole. If there are competencies and traits that can be developed further, the team can work together to create an action plan that benefits everyone. Remember, your objective isn't to single out weaker members – it is to strengthen the entire team.

Make sure to review your individual and team results in detail, paying close attention to skills/traits identified as needing improvement. The Advice section in your individual report and the team report offers helpful tips and exercises that can be used to nurture your strengths and develop any areas that are lacking.

Result Details

Each trait/skill assessed in TEAM 360 will be show on a scale from 0 to 100. Your overall performance rating as a group will appear first, followed by a breakdown of each competency. The competencies are divided into four overarching factors:

- Conscientiousness
- Social Skills
- Poise
- Cohesiveness
- Problem-solving Skills

Review your results carefully, and keep in mind that the lower the score, the greater the need for improvement.

OVERALL PERFORMANCE RATING

Overall assessment of the team's performance as a whole.

|	Score
Aggregated Feedback	74
Manager	68
Peer	76
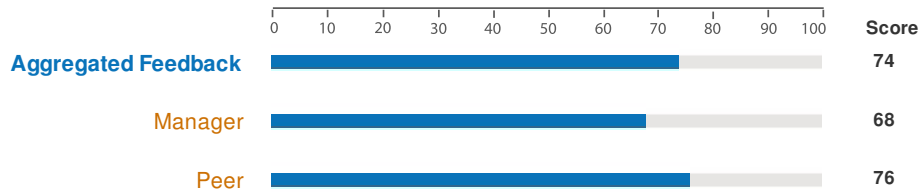
Your performance as a team is satisfactory, which means that you have room to grow. Below you will find your ratings for each of the traits and skills evaluated in the feedback assessment. We recommend that you go through each rating carefully and objectively. You can use the exercises that will be provided with each result as a springboard for mapping out your growth and development process as a team.

Please remember that the goal of a 360 feedback program is to help you reach your full potential as a group. You are not changing who you are but rather, are becoming a better version of you.
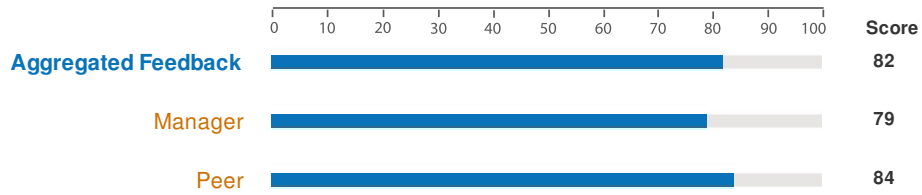
CONSCIENTIOUSNESS

Assesses factors related to productivity, both in terms of quantity and quality.

	0 10 20 30 40 50 60 70 80 90 100	Score
Aggregated Feedback		**77**
Manager		**74**
Peer		**79**
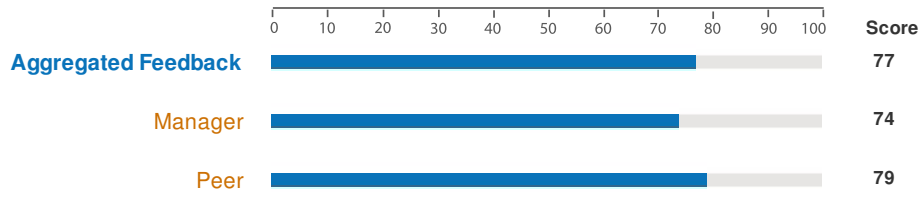
Your work approach, while satisfactory, needs to be perfected. You are a reasonably conscientious and productive group, but there are certain aspects of the way you work that need improvement. Review your results below for more details.

Accountability

Willingness to take responsibility for work and conduct.

	0	10	20	30	40	50	60	70	80	90	100	**Score**
Aggregated Feedback												**82**
Manager												**79**
Peer												**84**

This team is willing to take full responsibility for the quality and quantity of its output, and take proactive steps to improve and make changes when necessary. As a group, you understand the importance of being accountable for your performance, both individually and as a team. This group takes its work very seriously.

Time Management

Ability to use time effectively and efficiently.

	0 10 20 30 40 50 60 70 80 90 100	Score
Aggregated Feedback		**76**
Manager		**68**
Peer		**78**
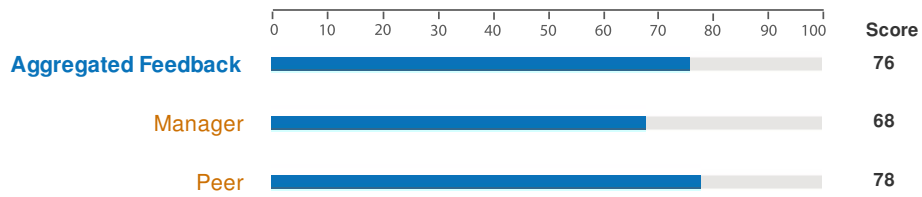
On most occasions, this team is fairly efficient and able to use its time productively. That being said, there is still room to improve further. It may simply be a matter of working as a group to review how time is spent, and determine whether certain procedures can be made more efficient.

Diligence

Ability to complete tasks carefully and effectively.

	Score
Aggregated Feedback	**75**
Manager	**68**
Peer	**77**
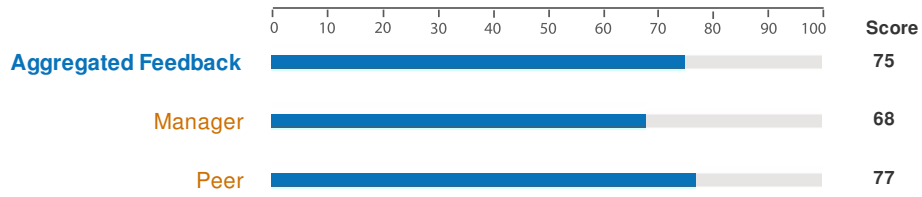
While your diligence as a team can still be improved, careless errors and negligence in general are rare occurrences for this group. You are usually careful workers who will make sure that tasks are completed correctly. It would be a good idea to work on your quality control procedures, and make sure everyone is on the same page.
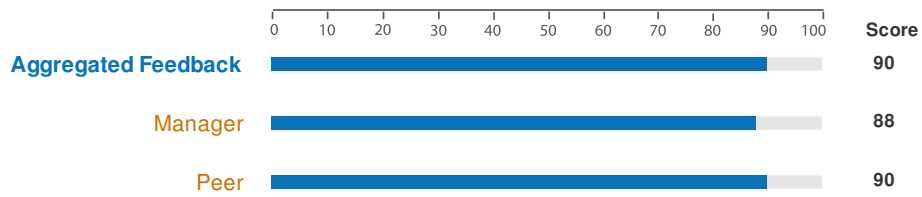
Motivation

Desire and willingness to succeed.

	0 10 20 30 40 50 60 70 80 90 100	Score
Aggregated Feedback		**75**
Manager		**78**
Peer		**74**
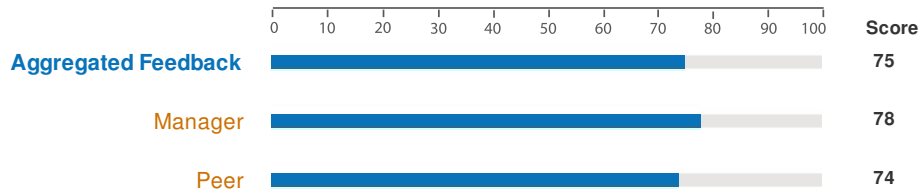
While this group's motivation and enthusiasm can wane from time to time, on most occasions, you are able to find the incentive to propel you into action. It's important to have a sense of purpose as a group, and to continuously remind yourselves why you are together, what makes you a good team, and what you can offer that other teams cannot.
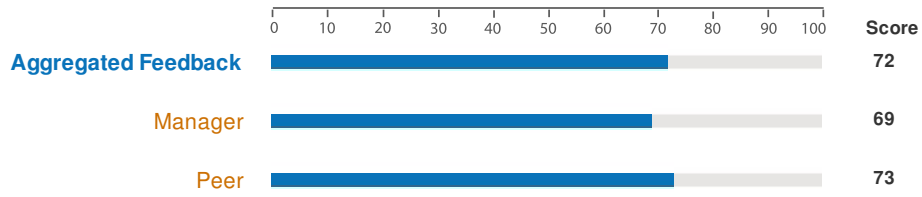
Progress-tracking

Tendency to keep teammates up-to-date.

	0	10	20	30	40	50	60	70	80	90	100	**Score**
Aggregated Feedback												**90**
Manager												**88**
Peer												**90**

This group makes an effort to keep each other in the loop. You regularly communicate about your work progress, which helps keep projects, and everyone in the group, on track.

SOCIAL SKILLS

Ability to interact well with others.

	0	10	20	30	40	50	60	70	80	90	100	Score
Aggregated Feedback												**72**
Manager												**69**
Peer												**73**

Interactions among team members are likely to be harmonious and smooth, at least on most occasions. There are certain aspects of how you converse and relate to each other that need to be fine-tuned. Review your results below for more details.
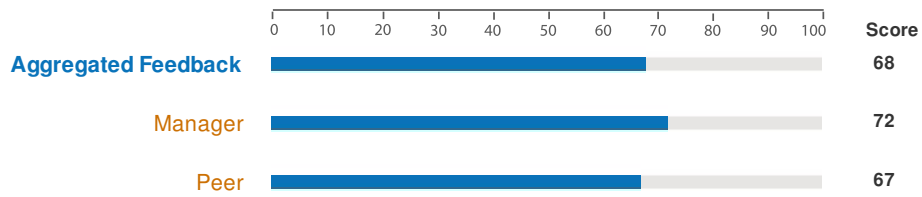
Communication Skills

Ability to communicate clearly and productively.

	0 10 20 30 40 50 60 70 80 90 100	Score
Aggregated Feedback		**65**
Manager		**54**
Peer		**68**
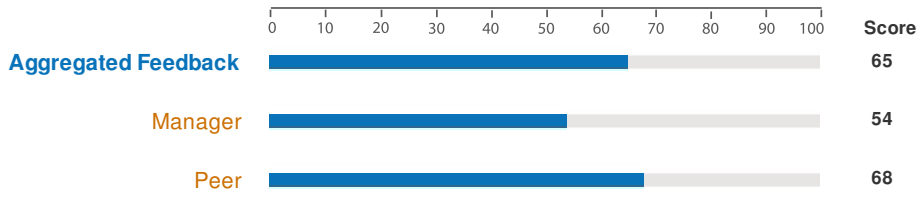
As a group, you are usually capable of expressing yourselves effectively and are generally aware of what the communication process entails, but your communication skills are not as strong as they could be - some time and concentrated effort are needed to develop these abilities even further. Fortunately, this team has a good foundation to build on.
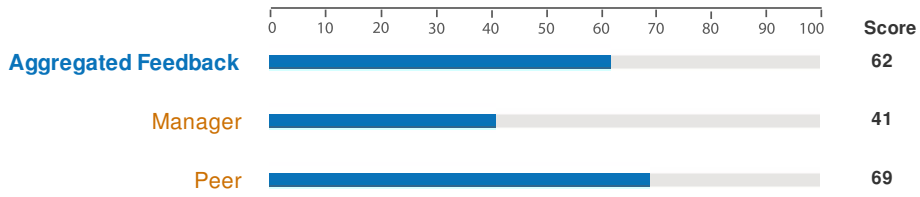
Listening Skills

Ability and willingness to patiently listen to others.

| | 0 | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 | **Score** |

Aggregated Feedback — **68**

Manager — **72**

Peer — **67**

As a whole, this team strives to listen to each other. It would be a good idea to work on being more *active* listeners, and essentially, being aware of habits you engage in that may be inhibiting the listening process sometimes.
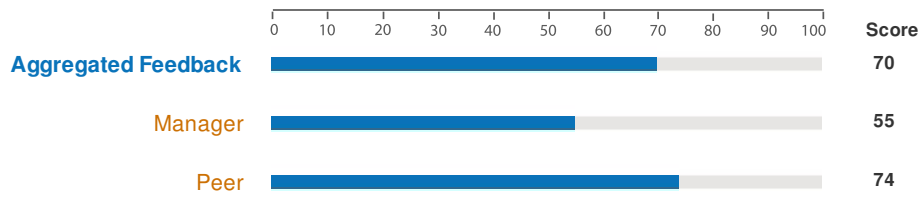
Assertiveness

Ability to speak up for oneself and communicate with confidence.

	0	10	20	30	40	50	60	70	80	90	100	Score
Aggregated Feedback												**62**
Manager												**41**
Peer												**69**

As a team, you are generally quite assertive, although you seem to hold back sometimes. This isn't necessarily a problem, but it's important to keep in mind that it's better to speak up than hold things back from each other. As long as thoughts, feelings and opinions are shared tactfully, you should feel free to share things with one another.

Conflict Resolution Skills

Ability to resolve conflict effectively and in a professional manner.

	0 10 20 30 40 50 60 70 80 90 100	Score
Aggregated Feedback	████████████████████	**70**
Manager	███████████████	**55**
Peer	█████████████████████	**74**

Overall, this team's ability to resolve conflict is satisfactory, leaving room for further growth. There are some occasions when your approach to conflict is not the most ideal for group harmony. It is important that all team members strive to remain objective when dealing with conflict situations and keep the goal of compromise in mind at all times.

Diplomacy

Ability to converse and treat others with tact and respect.

	Score
Aggregated Feedback	**82**
Manager	**89**
Peer	**80**
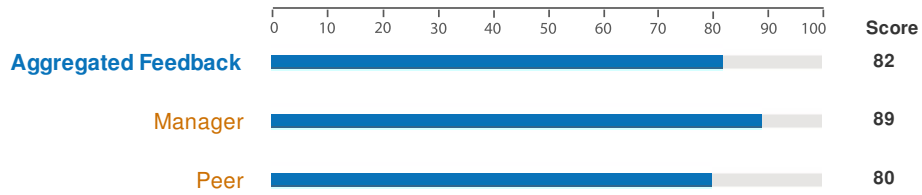
This group understands the importance of diplomacy and respect. You strive to treat each other with tact, and are considerate of one another's opinions and feelings. Equality and fairness appears to be very important to this team.
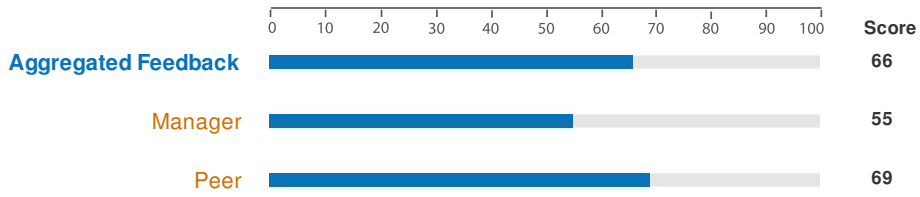
Mentorship/Leadership Potential

Ability to lead others on the team.

	0 10 20 30 40 50 60 70 80 90 100	Score
Aggregated Feedback		**78**
Manager		**75**
Peer		**78**
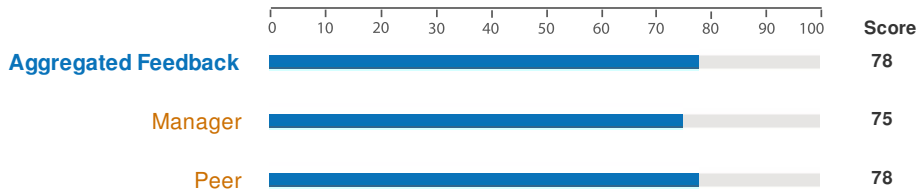
This group appears to have at least some members that show mentorship/leadership potential. If you are able to function harmoniously as a group, both in terms of your interactions and your output, having a team leader may not always be necessary. If, however, this team could use some structure and direction, it would be a good idea to consider the benefits of having a team leader to guide the group. This is an issue that will need to be discussed together.
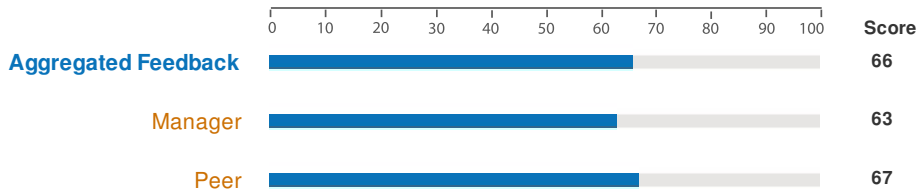
POISE

Ability to maintain composure, especially in difficult situations.

	0	10	20	30	40	50	60	70	80	90	100	Score
Aggregated Feedback												**66**
Manager												**55**
Peer												**69**

Staying poised and in control can occasionally be a challenge for this group, but you can generally deal with difficult situations. As a group, you try to maintain perspective and work through ups and downs. You understand the importance of maintaining your professionalism. Review your results below for more information.
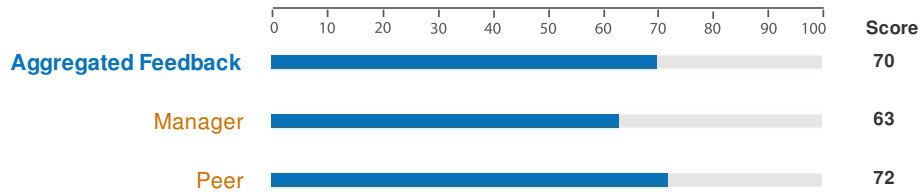
Adaptability

Ability to adjust and be resourceful in the face of change and the unexpected.

	0 10 20 30 40 50 60 70 80 90 100	Score
Aggregated Feedback	▇▇▇▇▇▇▇	**66**
Manager	▇▇▇▇▇▇	**63**
Peer	▇▇▇▇▇▇▇	**67**

As a whole, you are a fairly resourceful group, and can deal with the unfamiliar, unpredictable or ambiguous circumstances that come your way. Being taken out of your comfort zone can sometimes be a little unsettling for team members, but for the most part, you manage to adapt quickly. This group's ability to adapt and be resourceful can improve with knowledge, planning, and teamwork.

Openness to Feedback/Criticism

Comfort with, and openness to, negative feedback from others.

	0	10	20	30	40	50	60	70	80	90	100	Score
Aggregated Feedback												**70**
Manager												**63**
Peer												**72**

Members of this team seem to be generally willing to accept criticism, but it may not always go over smoothly. It is likely, however, that you each understand the importance of receiving feedback from one another. You will need to work on maintaining your objectivity and being aware of how you word criticism, when offering feedback to each other.

Stress Management

Ability to deal with pressure, demands, and other stress-inducing situations.

	0 10 20 30 40 50 60 70 80 90 100	Score
Aggregated Feedback		**58**
Manager		**42**
Peer		**63**
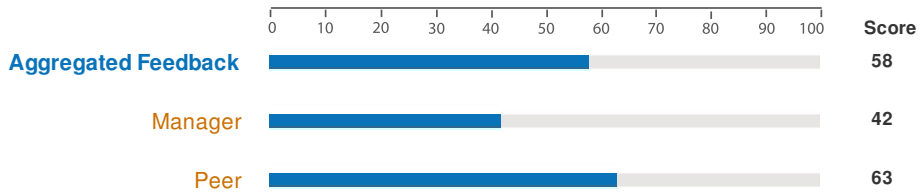
Your team's approach to dealing with stress needs to be modified and improved, as it is likely having a major impact on your performance. With the need to balance many tasks and deal with a multitude of personalities, dealing with stress is generally part and parcel of teamwork. As a group, you will need to work together to develop practical ways of coping with difficult and stressful situations. Remember that you can rely on each other in difficult times.

Emotional Management

Ability to regulate emotions effectively.

	0 10 20 30 40 50 60 70 80 90 100	Score
Aggregated Feedback		**68**
Manager		**54**
Peer		**72**
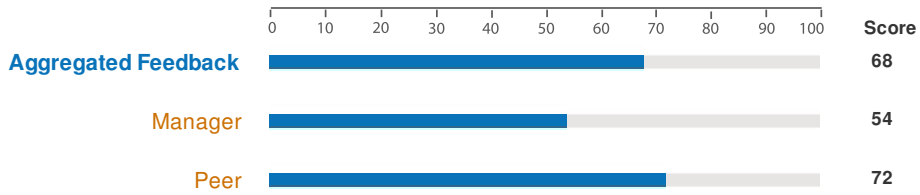
While there can be a few occasions when your emotions will get the best of you, as a group you are generally fairly good at monitoring and controlling any emotional ups and downs. Each team member needs to be able to maintain his or her composure at all times, especially when things get stressful – and they will. As a group, there is room for you to continue to improve in this area, and learn better ways to monitor and regulate your emotions before they get out of hand.

COHESIVENESS

Assesses the effectiveness and congeniality of the current team structure.

	0 10 20 30 40 50 60 70 80 90 100	Score
Aggregated Feedback		**78**
Manager		**75**
Peer		**79**
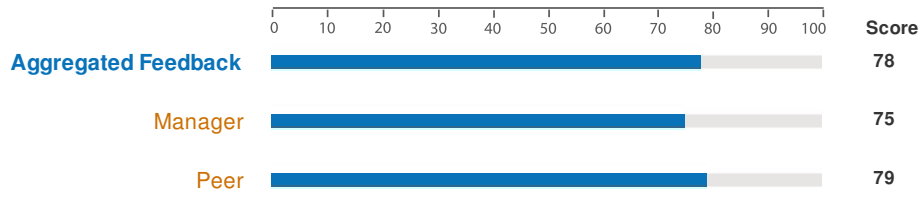
Although you are a fairly cohesive team and are generally all on the same page, there are some aspects of the way this team operates that need to be addressed. In order to move forward as a unit, you need to make sure that everyone is committed to the same vision and to one another, and you are not quite at that point yet. Review your results below for more information.

Collaborativeness

Ability to get along and work well with others.

	0 10 20 30 40 50 60 70 80 90 100	Score
Aggregated Feedback		**79**
Manager		**75**
Peer		**81**
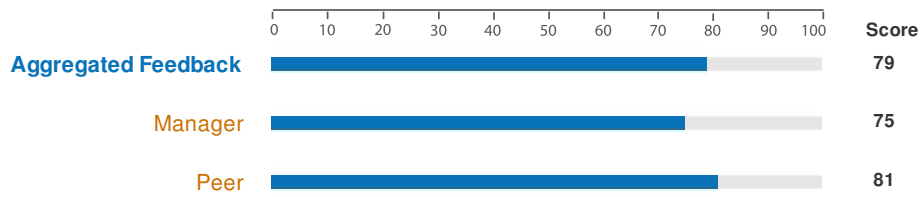
For the most part, your team strives to cooperate and encourage each other. You will need to nurture this sense of collaboration more, but as a whole you are fairly supportive of one another.

Goal Alignment

Understanding of team goals and willingness to work with others to achieve them.

	0 10 20 30 40 50 60 70 80 90 100	Score
Aggregated Feedback		**74**
Manager		**64**
Peer		**77**
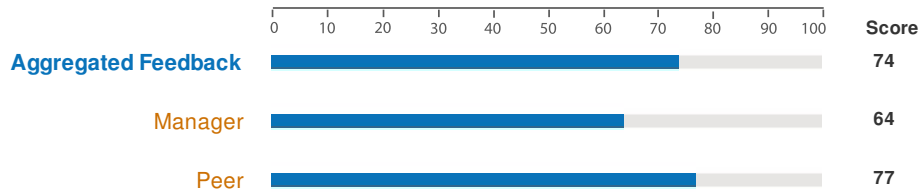
You generally agree with each other on how the group should function, but there are a few differences and inconsistencies that you will need to iron out – there are some areas where you do not see eye-to-eye. Overall however, you usually show a united front.
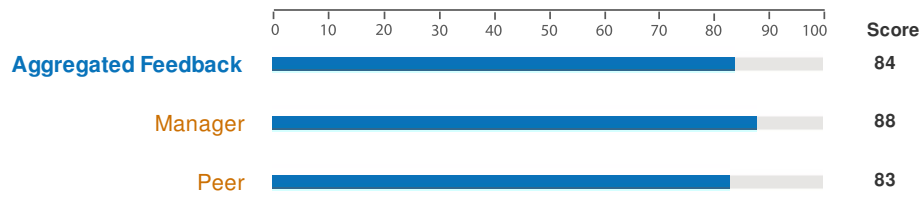
Role Clarity

Understanding of one's role and the role of others on the team.

	Score
Aggregated Feedback	**80**
Manager	**75**
Peer	**82**
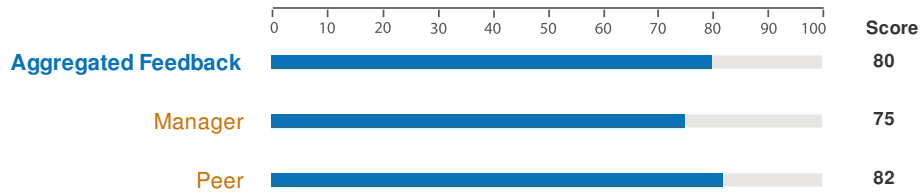
Role clarity does not appear to be a major issue with this team. Everyone seems to understand their function in the group and generally respects these guidelines.

Team Mentality

Willingness to work for the greater good of the team.

	0 10 20 30 40 50 60 70 80 90 100	Score
Aggregated Feedback	████████████████████	**84**
Manager	████████████████████	**88**
Peer	████████████████████	**83**

There is no "I" in team, and your group strives to live by this philosophy. Everyone seems to be committed to this group, and understands that the success of the team depends on a group effort.

Perception of Compatibility

Sense of camaraderie among team members.

	0 10 20 30 40 50 60 70 80 90 100	Score
Aggregated Feedback		**71**
Manager		**68**
Peer		**72**
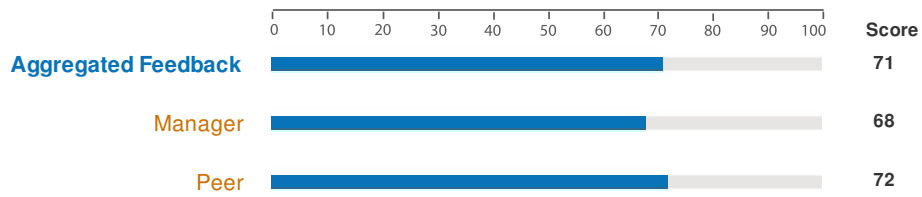
There may be a few issues that this team will need to work through in order to be more compatible. Moving forward, it would be a good idea for teammates to reaffirm their desire to be a part of the group – and potentially clear up any concerns or misconceptions.

PROBLEM-SOLVING SKILLS

Assesses whether current problem-solving approach is conducive to effective resolution.

	0 10 20 30 40 50 60 70 80 90 100	Score
Aggregated Feedback		**73**
Manager		**63**
Peer		**76**
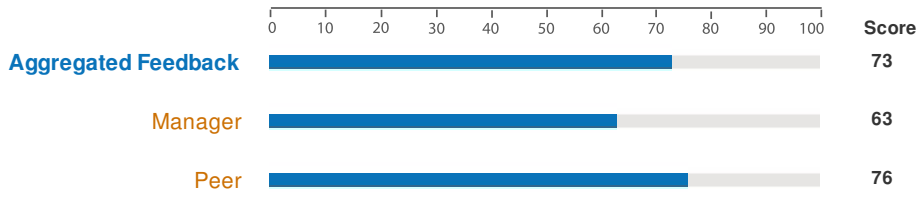
Problem-solving can become this team's strength if you work to develop your skills more. There are some aspects of your approach to problem-solving that need to be modified and improved. Overall, you are reasonably effective problem-solvers, but need to create a more solid and structured "plan of attack." Review your results below for more information.
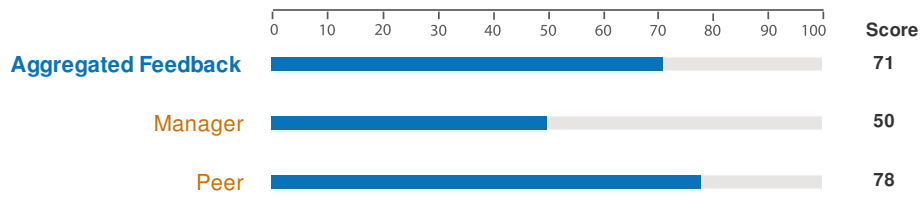
Research Skills

Ability to be resourceful and find useful information to aid in the problem-solving process.

	Score
Aggregated Feedback	**93**
Manager	**88**
Peer	**94**
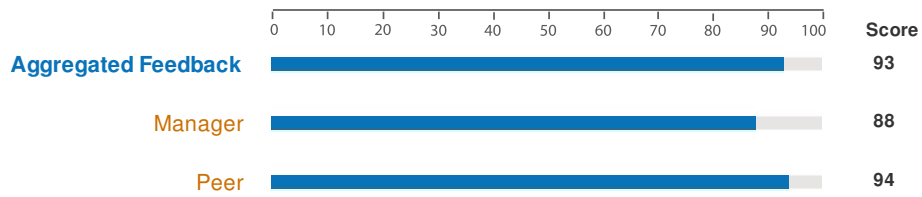
Your group seems to understand the importance of conducting research in order to solve problems effectively, and often use this resource to your advantage. You are not haphazard problem-solvers – you make sure to obtain as much information as you can before moving forward.
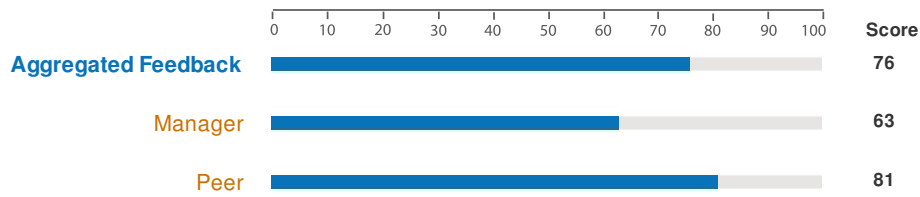
Brainstorming Skills

Effective use of brainstorming to generate ideas/solutions.

	0 10 20 30 40 50 60 70 80 90 100	Score
Aggregated Feedback	████████████████████	**71**
Manager	██████████████	**50**
Peer	██████████████████████	**78**

While this group's approach to brainstorming may need to be modified in order to allow a greater flow of ideas, your combined score indicates that you at least possess basic brainstorming knowledge and skills. As a whole, you know that there are benefits to brainstorming as it relates to problem-solving, and for the most part, seem to be able to use this resource to your advantage.

Open-mindedness

Openness to different ways of thinking; a flexible mindset.

	0	10	20	30	40	50	60	70	80	90	100	Score
Aggregated Feedback												**76**
Manager												**63**
Peer												**81**

For the most part, this group is fairly open-minded, but can still broaden its perspective further. You may hesitate sometimes to push the envelope and take a chance on the unfamiliar or less unconventional solutions. Your team must always keep in mind that there are many different ways to view a problem just as there are different ways to solve it. The wider you expand your vision, the greater the possibility of generating novel solutions.
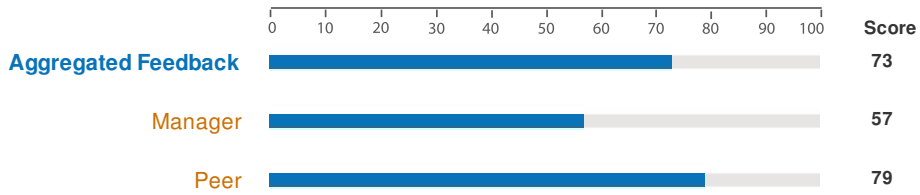
Originality

Ability to generate creative ideas and solutions.

	Score
Aggregated Feedback	**79**
Manager	**63**
Peer	**85**
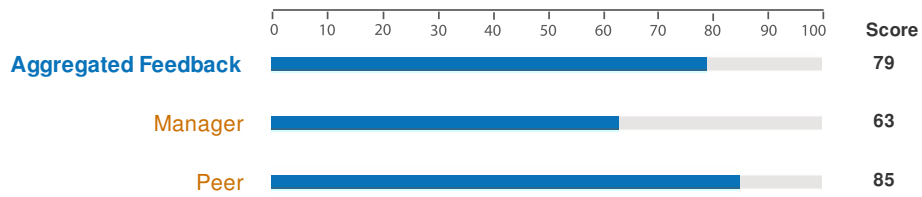
As a whole, your group has strong creative potential. You do not limit yourselves to solutions that are practical and logical, and are usually able to tap into your creative side. It would be to this team's advantage to continue to nurture this creativity.

Critical Thinking Skills

Ability to reason out problems and analyze alternative solutions.

	0	10	20	30	40	50	60	70	80	90	100	Score
Aggregated Feedback												**73**
Manager												**57**
Peer												**79**

When it comes to critical thinking, this group has the basic skills, but will need to develop them further. Problem-solving requires the ability to break down an issue, interpret and understand relevant research and information, and analyze the viability of each possible solution. You have the ability to think critically about a problem and its possible solutions, but may need to use a more methodical approach.

Decision-making/Judgment

Ability to use sound judgment and make smart, well-informed decisions.

	Score
Aggregated Feedback	**63**
Manager	**50**
Peer	**67**
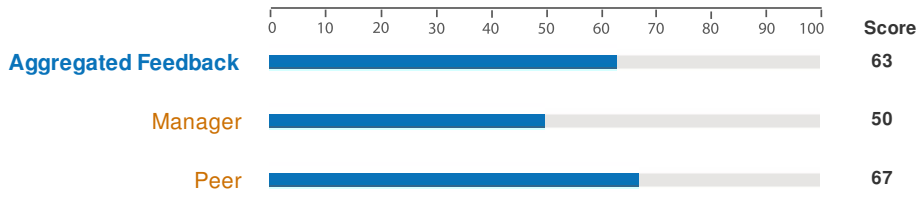
The decision-making process can sometimes be a challenge for members of this team, but you generally show sound judgment when making a choice. You may need to develop more confidence in yourselves, and make sure to use all possible resources available to help you make the right decision.

Planning

Tendency to carefully plan ahead before taking action.

	Score
Aggregated Feedback	**81**
Manager	**78**
Peer	**81**
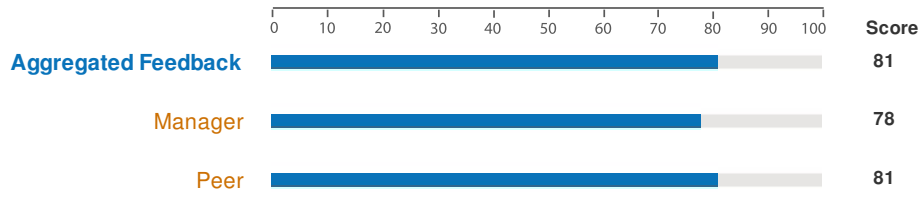
Your team is made up of careful and meticulous planners – you are strategic thinkers. Before implementing a solution, you will take the time and effort to put a comprehensive plan into place. This is an essential step in the problem-solving process.

Implementation

Ability to follow through on assigned tasks and responsibilities in the problem-solving process.

	Score
Aggregated Feedback	**69**
Manager	**65**
Peer	**70**
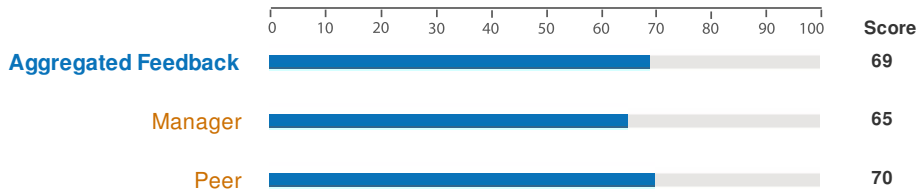
There are some aspects of the implementation process that your team will need to improve, but overall, you seem to be able to effectively bring a solution to fruition. It would be a good idea to take some time to review your implementation process and determine whether there are certain aspects that can be done more effectively or efficiently. Also, make sure that all previous steps in the problem-solving process are being completed in the most proficient manner.

Evaluation of Progress

Willingness and ability to evaluate the progress of an implemented solution.

	Score
Aggregated Feedback	**76**
Manager	**63**
Peer	**81**
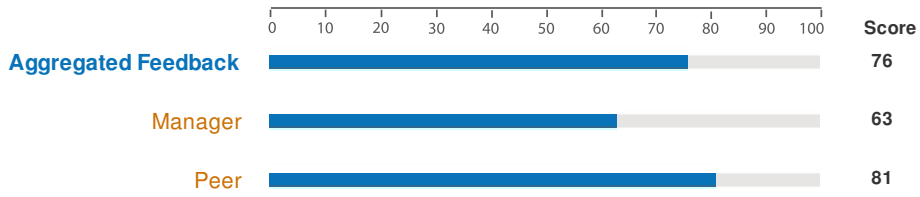
Once a solution has been put into place, it's important to evaluate its progress. Your team is generally able to do this, but your combined score indicates that there is room for improvement. This step in the problem-solving process can offer valuable information, and team members need to make sure that they are taking full advantage of this opportunity. It is at this point in the process that you can determine whether certain procedures/tasks can be made more efficient, learn ways to prevent the problem in the future, and promptly deal with any consequences that may arise after a solution is implemented.

Advice and Tips

To get your team started on the path toward growth and improvement, TEAM 360 offers a variety of insightful and practical exercises. The exercises can be done as a group activity. You can access the full activity booklet by downloading the PDF file at the end.

1)   Exercise 1: I Am Committed – Build accountability and a sense of responsibility with this exercise.

2)   Exercise 2: Log it! – Learn where your time goes and how to use this precious resource more efficiently.

3)   Exercise 3: "I" Statements – Learn to express your thoughts, feelings, and opinions to each other in a tactful manner.

4)   Exercise 4: Are you listening? – Learn the verbal and non-verbal habits that can hinder the listening process.

5)   Exercise 5: VIP status - Values, Ideals, and Principles – Build a common vision that everyone can be proud of with this exercise.

6)   Exercise 6: Desert Island Dweller – Find out how well you know your teammates with this exercise.

7)   Exercise 7: Walking a mile in someone else's shoes – Uncover and learn to appreciate your teammates' strengths with this exercise.

8)   Exercise 8: Bet you didn't know! – Learn more about your teammates, build trust in one another, and discover things you didn't know about each other with this exercise.

9)   Exercise 9: The Ishikawa Fishbone Diagram – A deceptively clever and effective way to approach the problem-solving process.

10) Exercise 10: The pros and cons – Learn a practical and effective way to weigh pros and cons before making a decision.

11) Exercise 11: Stress Triggers – Find out what makes your team tick with this exercise.

12) Exercise 12: Progressive Relaxation – Learn a simple yet effective technique to reduce stress and get your mind back on track.

For full access to all exercises, please download the following PDF file:
http://archprofile.com/mr360pdf/TeamT360.pdf

Additional Materials

For further references that can enhance your individual and team performance, feel free to review the materials suggested below.

Books:

Title:	Building Smart Teams - A Roadmap To High Performance
Author:	Carol A. Beatty & Brenda A. Barker Scott
Publication year:	2004
Publisher:	Sage Publications Inc.
URL:	https://www.amazon.com/Building-Smart-Teams-Roadmap-Performance/dp/0761929568/ref=sr_1_1? s=books&ie=UTF8&qid=1365527176&sr=1-1&keywords=building+smart+teams+beatty

Title:	Stop Workplace Drama: Train Your Team to have No Complaints, No Excuses, and No Regrets
Author:	Marlene Chism
Publication year:	2011
Publisher:	Wiley
URL:	https://www.amazon.com/Stop-Workplace-Drama-Complaints-Excuses/dp/0470885734/ref=sr_1_7? s=books&ie=UTF8&qid=1365527505&sr=1-7

Title:	Discussing the Undiscussable: A Guide to Overcoming Defensive Routines in the Workplace
Author:	William R. Noonan
Publication year:	2007
Publisher:	Jossey-Bass
URL:	https://www.amazon.com/Discussing-Undiscussable-Overcoming-Defensive-Workplace/dp/0787986321/ref=sr_1_153?s=books&ie=UTF8&qid=1365529848&sr=1-153

Title:	Strategic Project Management Made Simple: Practical Tools for Leaders and Teams
Author:	Terry Schmidt
Publication year:	2009
Publisher:	Wiley
URL:	https://www.amazon.com/Strategic-Project-Management-Made-Simple/dp/0470411589/ref=sr_1_17? s=books&ie=UTF8&qid=1365530885&sr=1-17