

# Team Assessment Checklist

There are many factors impacting team effectiveness. This checklist is a tool to assess those factors and identify gaps for the purpose of improving overall team performance.

\*For each factor, rate your team on a scale of 1 to 5 (1 = strongly disagree, 5 = strongly agree).

## Key Factors

## Rating

### 1. Goals & Commitment:

We have clearly stated goals with a focus on collective results

1 2 3 4 5

We have established benchmarks and measures for success

1 2 3 4 5

We have a clear picture of what success looks like

1 2 3 4 5

Our individual and team goals are aligned

1 2 3 4 5

Our goals adequately challenge our skills and abilities

1 2 3 4 5

We have a strong collective commitment to achieve goals

1 2 3 4 5

Total score out of possible 30: \_\_\_\_\_

### 2. Culture & Values:

We trust and value each other

1 2 3 4 5

We are trusted and valued by management

1 2 3 4 5

Our working atmosphere is professional, open and energized

1 2 3 4 5

We have opportunities to relax and have fun at work

1 2 3 4 5

We value diversity and differences

1 2 3 4 5

We encourage and support each other

1 2 3 4 5

Total score out of possible 30: \_\_\_\_\_

### 3. Support:

We are provided sufficient resources to do our jobs

1 2 3 4 5

We are provided ongoing professional development opportunities

1 2 3 4 5

Our efforts and accomplishments are recognized

1 2 3 4 5

Our input and feedback is encouraged and acted upon

1 2 3 4 5

Risk taking, creativity and innovation are promoted

1 2 3 4 5

Total score out of possible 25: \_\_\_\_\_

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## 4. Communication & Conflict Management:

- We communicate openly and effectively 1 2 3 4 5
- We share and value each other's ideas, input and concerns 1 2 3 4 5
- Disagreements and conflict are resolved quickly and effectively 1 2 3 4 5
- We are comfortable engaging in debate around ideas/issues 1 2 3 4 5
- We are strongly committed to team decisions/resolutions 1 2 3 4 5
- Total score out of possible 25: \_\_\_\_\_

## 5. Customer Focus (external & internal):

- We have a clear understanding of the customers we serve 1 2 3 4 5
- We focus on being a value provider 1 2 3 4 5
- We continually measure customer engagement and satisfaction 1 2 3 4 5
- We proactively address any service gaps 1 2 3 4 5
- Total score out of possible 20: \_\_\_\_\_

## 6. Performance & Results:

- We have the necessary skills to do our jobs 1 2 3 4 5
- We actively seek and receive regular feedback on team performance 1 2 3 4 5
- Our efforts are adequately rewarded and encourage team work and high performance 1 2 3 4 5
- We focus on continuous improvement in performance, practices and policies 1 2 3 4 5
- Total score out of possible 20: \_\_\_\_\_

**Total assessment score out of possible 150: \_\_\_\_\_**

**Gap areas requiring further assessment and focus:**


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