

LEADERSHIP OF PEOPLE & CULTURE | Team Effectiveness & Engagement Diagnostic

For each of the three categories, reflect on the statements and place a checkmark on which colour you would place yourself in. Red = no, this is not in place, yellow = sometimes/a work in progress, green = yes, this is true for my company.

TEAM GROWING

*We're constantly supporting & training our team to **build capacity and help them thrive.***

Measurements	R-Y-G		
1.1 All Team Members have crystal-clear clarity on their role & why it matters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Team Members know, understand and feel aligned on living out our company vision & values in their everyday work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Team Members are clear on their personal growth path at our company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Direct Reports are regularly training & supporting staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Team Members are trained, measured & monitored in growing people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6 Team check-ins are happening weekly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.7 Delegation is happening in all areas of our business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.8 Wins are celebrated weekly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



DELIGHTED CLIENT

Customers are *raving fans* because of how we *thoughtfully serve* them

Measurements	R	Y	G
2.1 Clients are regularly surveyed & providing personal feedback	Red	Yellow	Green
2.2 Clients confirm we are delivering on what's most important to them	Red	Yellow	Green
2.3 We are consistently executing on our quality standards	Red	Yellow	Green
2.4 All clients and sales opportunities are responded to within 1 business day	Red	Yellow	Green
2.5 Constant & Clear Communication: no one is left in the dark (i.e. clients are always in the know & up-to-speed. E.g. they shouldn't have to ask what's happening)	Red	Yellow	Green
2.6 Alternative Options & Solutions are provided whenever an issue arises	Red	Yellow	Green
2.7 Referrals are consistently happening & measured	Red	Yellow	Green

TARGETS MET

Consistently hitting the goals of *time, budget and safety*.

Measurements	R	Y	G
3.1 Staff, teams, sub-trades & clients are clear on needed outcomes	Red	Yellow	Green
3.2 Keeping Score: Time, Budget, and Health & Safety targets are regularly communicated & measured	Red	Yellow	Green
3.3 Support & Accountability Check-ins are effectively allowing for adjustments	Red	Yellow	Green
3.4 Quality Control measures are in effectively in place to adjust & improve	Red	Yellow	Green
3.5 Whole-hearted teams are providing managers feedback on how to decrease costs, improve results and decrease waste	Red	Yellow	Green
3.6 Health & Safety Training Toolbox meetings are happening regularly and staff experience how much this is a priority for us	Red	Yellow	Green

