

# CHURCH TEAM HEALTH TOOL



## How's your staff team?

We all have experiences of doing things with others. Sometimes teams are a joy, with the combined outcomes being greater than the sum of the individual parts. Sometimes teams can be difficult, with lots of time and energy being taken away from the activities and outcomes we are meant to be working towards. Team health is a major factor in the success of all organisations and endeavours, including the Church and our mission of advancing the Kingdom.

The following tool has been developed using the principles from Patrick Lencioni's book, *Five Dysfunctions of Team*, only they have been reframed in the positive, *Five Functions of Team*.

## Who is this for?

This survey is for team leaders who want to reflect on and evaluate how their team is functioning, and to improve both their sense of team and their functioning as a team.

## How to use the survey:

Give each member of your team the survey to evaluate how well they think the team is doing, from their perspective. This will give you a better picture of how everyone on the team is feeling about the team culture and provide a good understanding of what needs to be improved.

Once you have the results, you can use the information to plan activities to develop weak areas in your team and to celebrate where your team is strong.

Alternatively, if you know you already have high levels of trust on your team, do the team evaluation activity in Appendix A together as a group.

## What to do with the survey results:

If you scored, on average, over 150 then keep doing whatever you are doing; you've got good team health.

If you scored under 150 then start planning how you can do training and development in the areas that need focus. Once you've identified the areas of development or celebration, plan time in your meetings or set additional meetings to develop those areas.

The Church Health and Capacity Building team is available to help you develop some workshops, or you can simply go online and find resources to develop your own training.

# CHURCH TEAM HEALTH SURVEY

**Score:** On a scale of 1 to 10, with 1 being not willing at all and 10 being actively pursuing opportunities to do this, score how you think our team is doing

## How much trust is there in your team?

*Trust is the foundation of real teamwork, and so the first function of team members is to understand, open up and trust one another. It is an absolutely critical part of building a team; everything else is built on trust.*

How willing are people to open up and share their personal lives'?

1	2	3	4	5	6	7	8	9	10
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How willing are people to ask for help from others on the team?

1	2	3	4	5	6	7	8	9	10
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How willing are team members to admit mistakes?

1	2	3	4	5	6	7	8	9	10
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How willing are people to be honest and genuine about their opinions?

1	2	3	4	5	6	7	8	9	10
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Comment:

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## How well does your team deal with conflict?

*If we trust one another, then we are going to engage in open, constructive, conversation. This will sometimes mean a conflict of opinion or approach. If we can deal with this well, we will get the best out of everyone on the team. If we don't deal with it well, we will get an artificial harmony that doesn't tackle the difficult conversations or issues.*

How willing are people to have the difficult conversations with each other outside meetings?

1	2	3	4	5	6	7	8	9	10
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How willing are people to deal with conflict as it arises in meetings and give it the time it needs?

1	2	3	4	5	6	7	8	9	10
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How willing are people to challenge each other's ideas to make sure they are well founded?

1	2	3	4	5	6	7	8	9	10
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How willing are people to voice their opinions if they are different from the rest of the group?

1	2	3	4	5	6	7	8	9	10
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Comment:

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### How committed is your team to each other and what you are doing?

The next function of a team is commitment and buy-in to decisions. When people trust each other, open up, share their opinions and ideas, and feel they have been heard, they commit to the group decision and work hard to see it through.

How confident are team members that everyone is committed to the decisions made in meetings?

1	2	3	4	5	6	7	8	9	10
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How clear is the team on everyone's role and what the overall team goals are?

1	2	3	4	5	6	7	8	9	10
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How willing is the team to make decisions, even if not all the information is available?

1	2	3	4	5	6	7	8	9	10
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How willing is the team to stick to and defend decisions that have been made, even when there is criticism?

1	2	3	4	5	6	7	8	9	10
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Comment:

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### How willing is your team to be accountable?

Once clarity and buy-in have been achieved, we have to hold each other accountable for what we sign up to do; for high standards of performance and behaviour. As simple as that sounds, most teams don't like to do it – especially when it comes to a peer's behaviour because they want to avoid interpersonal discomfort.

How willing are team members to raise concerns about other team member's unhelpful actions?

1	2	3	4	5	6	7	8	9	10
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How willing are team members to query each other's approach to a given situation?

1	2	3	4	5	6	7	8	9	10
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How willing are team members to be questioned if they don't follow through on goals and commitments?

1	2	3	4	5	6	7	8	9	10
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How willing are team members to give constructive feedback on how to improve on reaching goals?

1	2	3	4	5	6	7	8	9	10
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Comment:

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## Appendix A

### TEAM BUILDING AND EVALUATION EXERCISE

#### 1. How much trust does your team have in one another?

Describe a time over that last two years when the team has shown high levels of trust in one another, and a time when the trust has been low. What can the team learn from these two accounts?

#### 2. How well has your team been able to process conflict?

Describe a time over the last two years when the team has been able to deal with conflict well, and a time when it has not been able to deal with conflict in a constructive manner. What can the team learn from these two accounts?

If you haven't had any conflict in the last two years what might that say about the team's willingness to raise difficult issues or raise dissenting views?

### 3. How committed is your team?

What behaviours have the team displayed over the last two years that demonstrate commitment to the team? How can the team foster more of these behaviours?

What behaviours have the team demonstrated that communicate a lack of commitment to the team and the team goals? What are the underlying reasons for that lack of commitment? What would team members like to do about that?

### 4. How accountable is your team?

What processes have worked for keeping everyone on the team accountable for themselves and the team goals? How could you improve on those processes?

What behaviours, attitudes or systems have demonstrated a lack of, or resistances to, accountability for individuals and the team? What would the team like to do to rectify this area of team life?

**5. How outcome driven is your team?**

How has the team demonstrated a commitment to outcomes, rather than just activity, over the past two years? How has the team demonstrated a lack of commitment to outcomes, and preferred to use busy activity as a measure of success? What can the team learn from these two different approaches?