Template 6.2.7: Team Diagnostic

Purpose

The Team Diagnostic is a questionnaire based on the *HSE Improving Team Working Guidance Document* which is designed to identify areas within a team that are working well and also areas that require improvement.

The questionnaire explores a number of key areas of team working such as:

▶ Purpose

▶ Goals and objectives

▶ Values

▶ Roles and responsibilities

▶ Distribution of work

▶ Policies and procedures

▶ Team meetings

▶ Communication

▶ Continuous improvement

▶ Decision-making

▶ Feedback

▶ Change

▶ Conflict

▶ Motivation

▶ Team development

▶ Morale

How to use it?

This particular Team Diagnostic works well with a team of ten or more members. It can also be used as a checklist to prompt discussion within a team. Please note that team diagnostics are best used as part of a team development process.

Access to Team Diagnostic / Team Development Services

To access Team Diagnostic / Development Services, please contact **Leadership, Education & Talent Development** at the following numbers for further information and support:

▶ HSE Offices, Ardee, Co Louth: 041 6857816

▶ HSE Offices, Tullamore, Co Offaly: 057 9370611

▶ HSE Offices, Letterkenny, Co Donegal: 074 9109131

▶ HSE Offices, Cork City, Co Cork: 021 4921213

Scoring: On a scale of 1-5, where 1 = Strongly disagree and 5 = Strongly agree, indicate your level of agreement with the following statements. Record your score for each statement in the 'Score' column. Scores of 3 or below indicate areas for improvement.	Strongly disagree 1	Disagree 2	Undecided 3	Agree 4	Strongly agree 5	Score
1. I am part of a results-orientated team	☐	☐	☐	☐	☐	
2. I am clear about the vision and purpose of my team	☐	☐	☐	☐	☐	
3. My team has clear goals and objectives for the year ahead	☐	☐	☐	☐	☐	
4. My team has clearly defined key performance indicators (KPIs)	☐	☐	☐	☐	☐	
5. My team has a shared set of values that guide the way we operate	☐	☐	☐	☐	☐	
6. I understand my role and responsibility within my team	☐	☐	☐	☐	☐	
7. I am clear about the role and responsibility of others within my team	☐	☐	☐	☐	☐	
8. I have a clear reporting relationship with my team leader	☐	☐	☐	☐	☐	
9. I have a good working relationship with my team leader	☐	☐	☐	☐	☐	
10. There is equal distribution of workload on this team	☐	☐	☐	☐	☐	
11. There are clearly defined policies and procedures governing my team	☐	☐	☐	☐	☐	
12. My team has regular team meetings where everyone contributes	☐	☐	☐	☐	☐	
13. As a team we communicate well with each other and others	☐	☐	☐	☐	☐	
14. My team has an ethos of continuous process improvement	☐	☐	☐	☐	☐	
15. I feel involved in decision-making that directly impacts my team	☐	☐	☐	☐	☐	
16. My team proactively identifies future challenges and opportunities	☐	☐	☐	☐	☐	
17. We are open to giving and receiving feedback on my team	☐	☐	☐	☐	☐	
18. A spirit of teamwork and cooperation exists in my team	☐	☐	☐	☐	☐	
19. My team responds well to change	☐	☐	☐	☐	☐	

Scoring: On a scale of 1-5, where 1 = Strongly disagree and 5 = Strongly agree, indicate your level of agreement with the following statements. Record your score for each statement in the 'Score' column. Scores of 3 or below indicate areas for improvement.	Strongly disagree 1	Disagree 2	Undecided 3	Agree 4	Strongly agree 5	Score
20. Conflict is resolved effectively within my team	☐	☐	☐	☐	☐	
21. There is high morale within my team	☐	☐	☐	☐	☐	
22. I feel valued as a team member	☐	☐	☐	☐	☐	
23. People on my team treat each other with respect	☐	☐	☐	☐	☐	
24. I feel motivated in my job	☐	☐	☐	☐	☐	
25. I have a personal/professional development plan	☐	☐	☐	☐	☐	
26. I have regular performance and development discussions with my team leader	☐	☐	☐	☐	☐	
27. As a team we acknowledge and celebrate success	☐	☐	☐	☐	☐	
28. I am proud to be associated with my team	☐	☐	☐	☐	☐	
29. My team is highly client/customer focused	☐	☐	☐	☐	☐	
30. My team promotes diversity and inclusiveness	☐	☐	☐	☐	☐	

Any additional comments you would like to make?

Date

Source: *This Team Diagnostic is informed by: Team Working Policy and Guidelines; 2004 and associated Team Working Diagnostic; 2004 (Heslin, C., Kinch, C. and Malone, J., 2004). It was further developed in HSE Improving Team Working: A Guidance Document; 2010 (Heslin, C. and Ryan, A.) and adapted by Hanlon, V., Pentony T. et al (2016)* [211, 212] *for use as an online Team Diagnostic Instrument.*

People's Needs Defining Change – Health Services Change Guide