

THE DONALD COOPER CORPORATION

Speaking and coaching internationally on management, marketing and profitability



Management tool #A-16: ©

Have you created an effective 'Team Culture'?

Whether your business is large, medium or small in size, what you do is a team effort. But how effectively does your Team work together? Here's your 1-page reality check.

Below, are 11 key factors that make a business team work well. For each of these 11 factors listed below you, as the business owner or leader, will realistically rate your businesses performance on a scale of 1 to 10, with 10 being excellent.

Then, have each of your managers and supervisors, and all of your Team members, or a cross section of them if your team is very large, also rate your Team's effectiveness. Check their individual and total ratings against yours to see how in touch you are with your Team's reality.

- ☐ 1. Does everyone on our Team understand and share a clear, common purpose and commit to the Team's results...or are some just hanging on and not contributing as they should?
- ☐ 2. Do they get all the training, resources and encouragement they need to perform excellently?
- ☐ 3. Do they watch each other's backs, respect each other and make each other look good? Is there zero tolerance for bullying or sabotaging other team members, or the Team's effectiveness?
- ☐ 4. Do they hold each other to the highest standards of performance...or do they tolerate or protect non-performers? Are deadlines always met? Do meetings always start on time? Is chronic lateness a problem?
- ☐ 5. Does the Team honour diversity of thought and encourage 'respectful debate'?
- ☐ 6. Do they genuinely enjoy each other's company?
- ☐ 7. Do they produce results together that go beyond what each Team member thought they could accomplish on their own?
- ☐ 8. Whatever function they perform, do they make their work seem easy, almost like a dance?
- ☐ 9. Do they see what needs to be done and just do it, without being prompted?
- ☐ 10. There are no Team members who make up their own rules, or exhibit toxic behaviour.
- ☐ 11. We measure, celebrate and reward success and quickly but fairly deal with non-performance.

☐ **Total Score out of 110.** To calculate your score out of 100, divide your Total Score by 11 and multiply the result by 10. What do the individual scores and the total score tell you about what needs looking into or fixing in your business or department to make your Team(s) more effective? Would these findings be a good subject for a Team meeting and discussion?

Donald Cooper, MBA, CSP, HoF, helps business owners and managers rethink, refocus and re-energize their business to sell more, manage smarter, grow their bottom line...and have a life.

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