How to Measure the Success of Teaming Strategies

Dr. Mary Ann Smialek has developed The Quality Empowerment Survey for Teams (QUEST), a resource designed to help teams pinpoint challenges to success and capitalize on both individual member and team strengths. QUEST clarifies and remedies areas impeding team success. In a matter of minutes, individual member and team strengths and weaknesses become evident. The team should be concerned with any team average over the team score of 2.0.

Five-Part Scale:
1 = Strongly Agree
2 = Agree
3 = Disagree
4 = Strongly disagree
5 = Undecided

Respect and Trust

_____ Team members respect me.
_____ Team members trust each other.
_____ Peers trust our team.
_____ Management respects our team.
_____ I am encouraged to take risks.

Recognition

_____ Our team recognizes my contributions.
_____ Our team expects the best from each member.
_____ Management recognizes individual efforts.
_____ Management recognizes team efforts.
_____ Our organization recognizes people for their abilities, not for who they know.

Team Communications

_____ Team members talk openly about ideas.
_____ Team members talk openly about problems.
_____ Team members actively listen to each other.
_____ Our team communicates regularly with management.

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_____ Conflicts are quickly confronted and solved.

Information

_____ I have all the information needed to do my job.
_____ Our team has all the information needed to do its job.
_____ Individuals are kept informed of what is going on in the team.
_____ Individuals are kept informed of what is going on in the organization.
_____ Our team knows how to get needed information.

Decision-Making and Problem Solving

_____ Team members are encouraged to speak out.
_____ Adequate time is spent searching for innovative solutions.
_____ Team members use win-win techniques.
_____ Decisions are not evaluated without being fully discussed.
_____ Solutions are not evaluated without being fully discussed.

Resources

_____ Our team receives needed resources on time.
_____ The members of our team have all the necessary technical skills.
_____ The members of our team have all the necessary team skills.
_____ Priorities are consistently clear.
_____ Management support is readily available when needed.

Initiative and Creativity

_____ Our team has full support for taking initiative.
_____ Our team encourages individual initiative.
_____ Team initiative is encouraged by the organization.
_____ Our team easily suggests new ideas for improving processes and products.
_____ Our team easily tries new ideas for improving processes and products.

Goal Clarity

_____ Our team knows and understands the team's goals.
_____ Our team is committed to the team's goals.
_____ My individual goals match the team's goals.
_____ Our team allows me the opportunity for personal growth.
_____ Our team allows me the opportunity for career growth.

Teamwork

_____ Individuals on our team work well together to solve difficult problems.
_____ Individuals on our team focus on the team, not themselves.
_____ Our team does not focus on one or two "superstars."
_____ Our team is organized to produce a high-quality output.
_____ Our team processes are efficient and timely.

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Organizational Systems and Structures

_____ Organizational policies are consistent with team goals.
_____ Our team interacts easily with other teams in our organization.
_____ Team empowerment in our organization can occur without changing major systems and structures.
_____ Our team can be empowered without changing current systems and structures.
_____ Our team can be empowered without changing current organization policies.

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