

Team-Radar® Survey

11.06.2010



Company:
CarTOOL inc.

Team:
Customer Communication & Support

Teamleader:
Hendrik Webber

Teamcoach:
Weiß & Senninger
Platenstr. 6
80336 München
Tel: 089 97392288

We reduced the questions in this evaluation report.
The real report compares the improvements in 48 questions.
Reports are in German and English.



Actions

Nr	Name	Action	with whom	Date	o.k.
1	Melanie Price	Create three excel templates for customer feedback tracking	Andrew Foster	29.03.2010	?
2	Tremenda Sissoko	Conferencecall with Bob to clarify deadlines 2011 with PTO campaign	Bob Woodward	29.03.2010	o.k.
3	Hendrik Webber	call for meeting in may with marketing and logistics	LOG, M, OP	29.03.2010	o.k.
4	Melinda McCorman	Feedback to Melanie about Excel templates and phone training	Melanie Price	01.04.2010	o.k.
5	Charlene Holly	organising hotel and journeys of Hendriks and Melanies trip to Paris in May		01.04.2010	o.k.



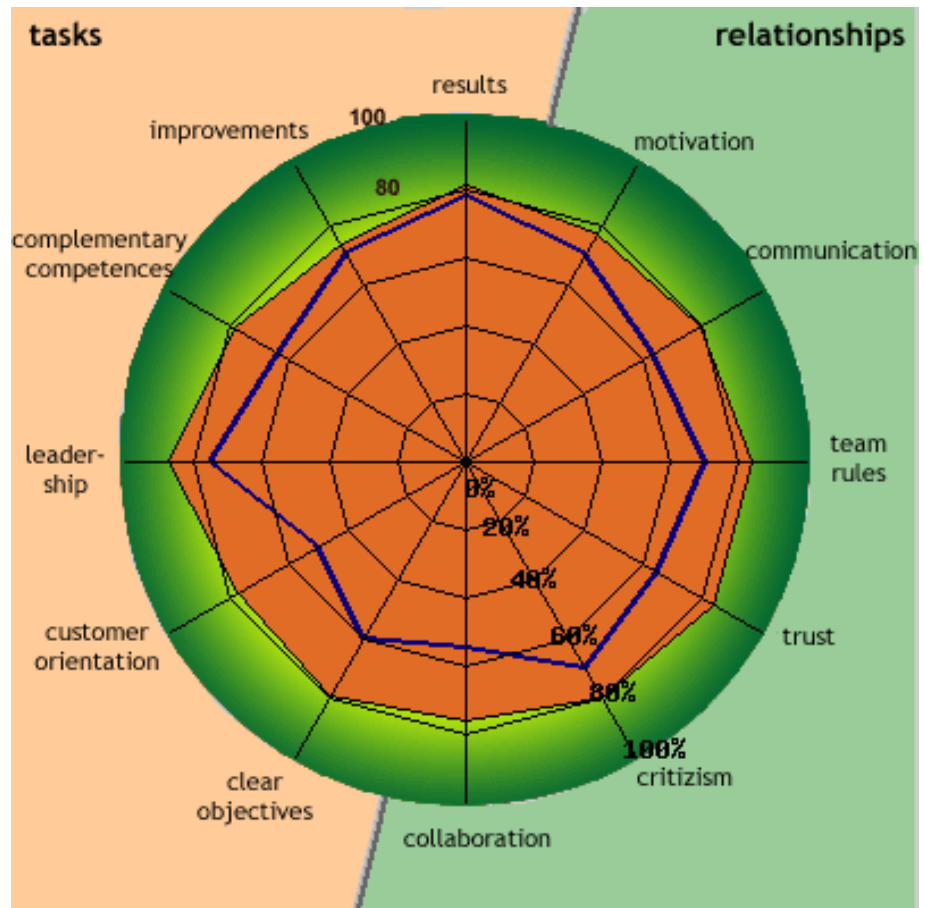
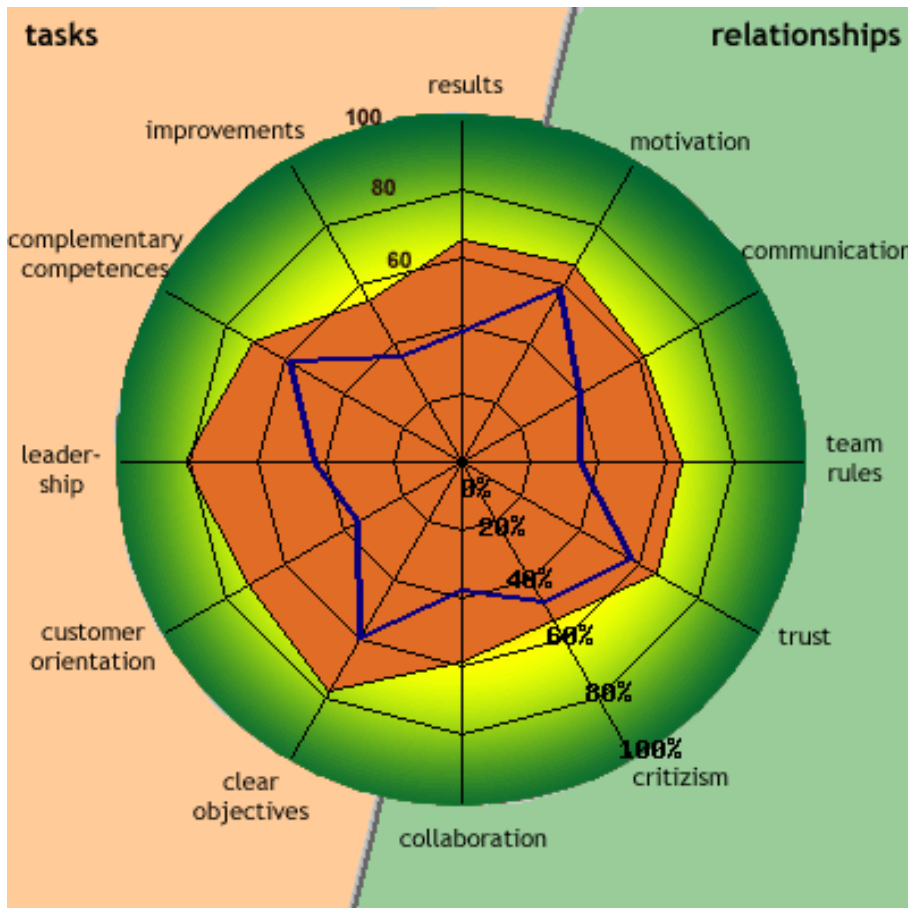
Team-Radar® Improvements
































Teamleader: Hendrik Webber
Company: CarTOOLS inc.

Date: 31.10.2010
Team: Customer Communication & Support

Results 1. survey 05.03.2010

Results 2. survey 11.06.2010

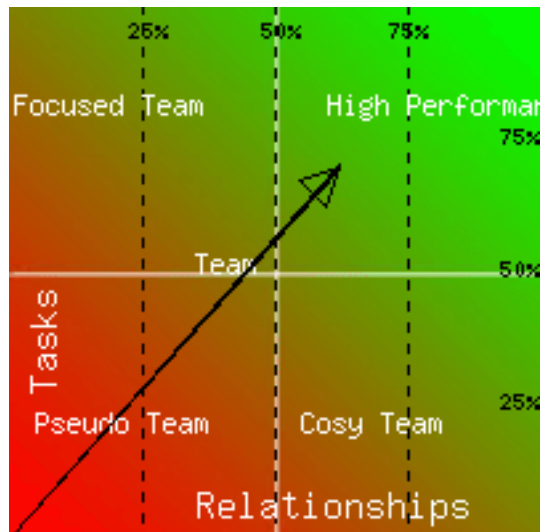


Comparison of both surveys, (S1 = 1. survey, S2 = 2. survey)							
Performance indicator	Average S1	Average S2	Difference		Consensus S1	Consensus S2	Difference
orientation on tasks	70	79	 9		45	66	 21
clarity of objectives	78	79	 1		60	60	 0
customer orientation	72	77	 5		35	50	 15
leadership	81	87	 6		43	75	 32
competences	70	78	 8		58	63	 5
orientation on future	54	73	 19		35	70	 35
orientation on results	65	81	 16		38	78	 40
orientation on relationship	62	80	 18		46	66	 20
motivation	66	77	 11		58	70	 12
communication	62	79	 17		40	63	 23
rules and standards	65	84	 19		35	70	 35
trust	66	84	 18		58	65	 7
criticism	54	80	 26		48	70	 22
cooperation	59	76	 17		38	55	 17
key:  = improvements > 5%;  = no significant change (+/- 5%),  = deterioration > 5%							

High Performance Team

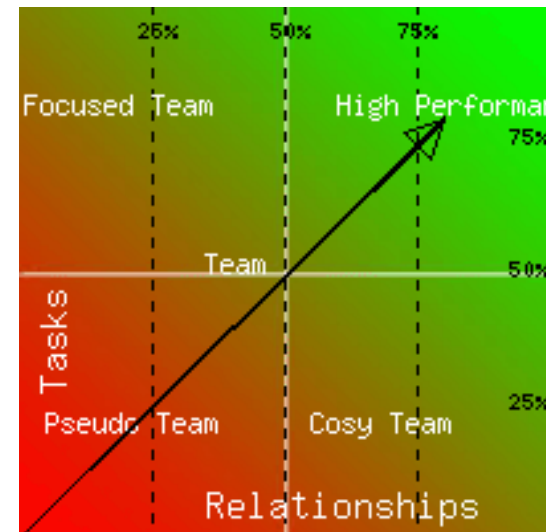
A High Performance Team has a high level of orientation on tasks as well on relationships. High Performance Teams (HPT) exceed 75 % in both dimensions.

1. survey



orientation on tasks: 70
 orientation on relationships: 62
 team quality: 66

2. survey

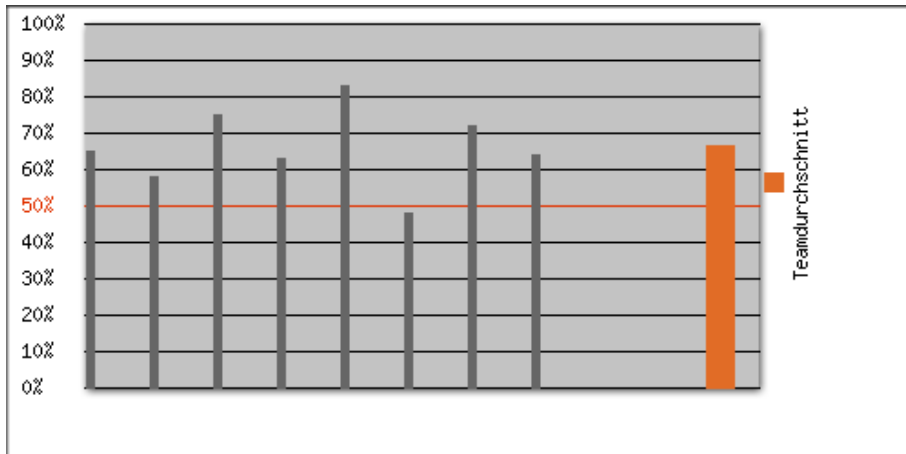


orientation on tasks: 79
 orientation on relationships: 80
 team quality: 79

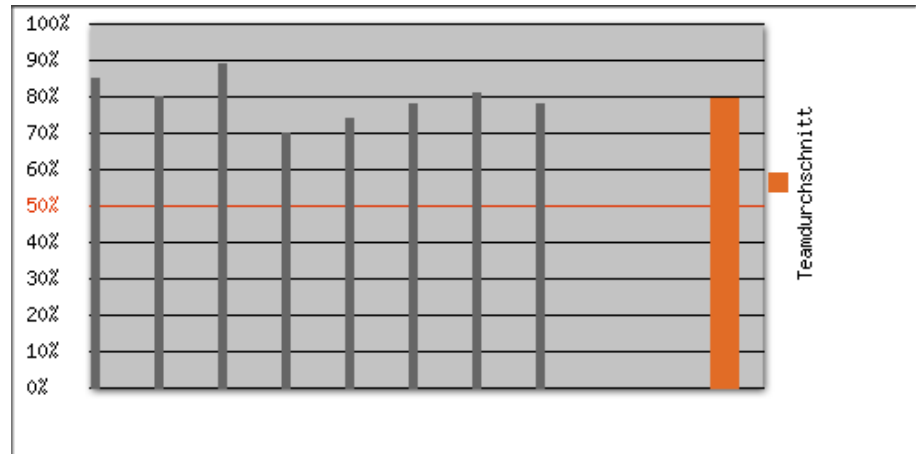


Average of every team member

1. survey

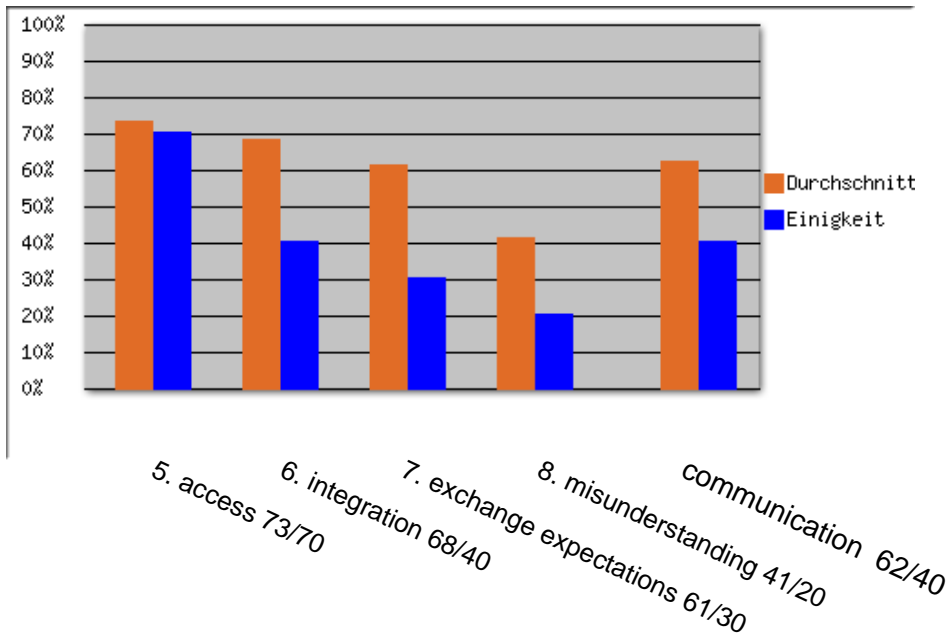


2. survey

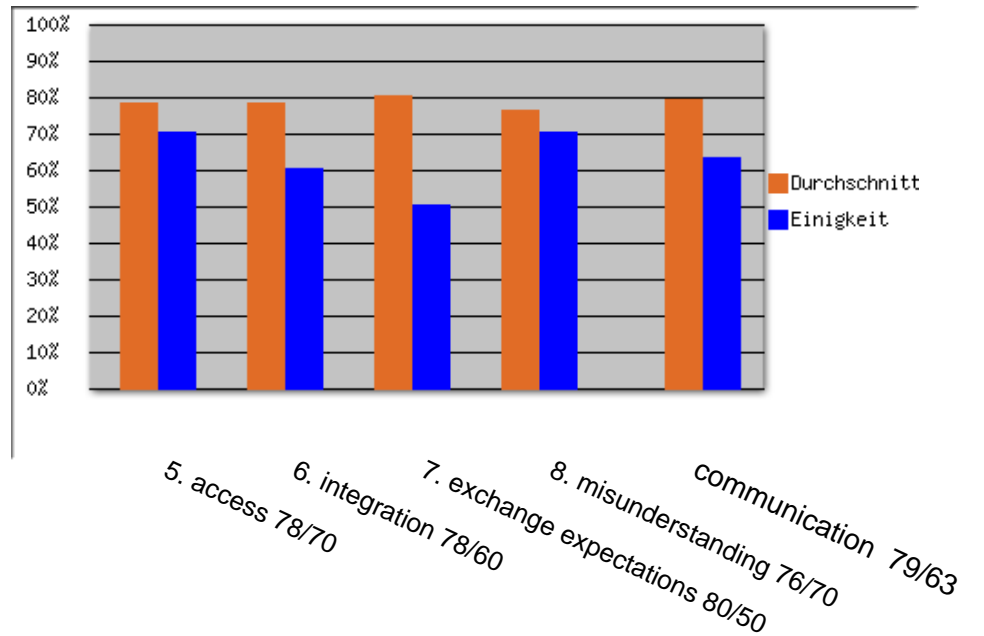


2. Communication

1. survey



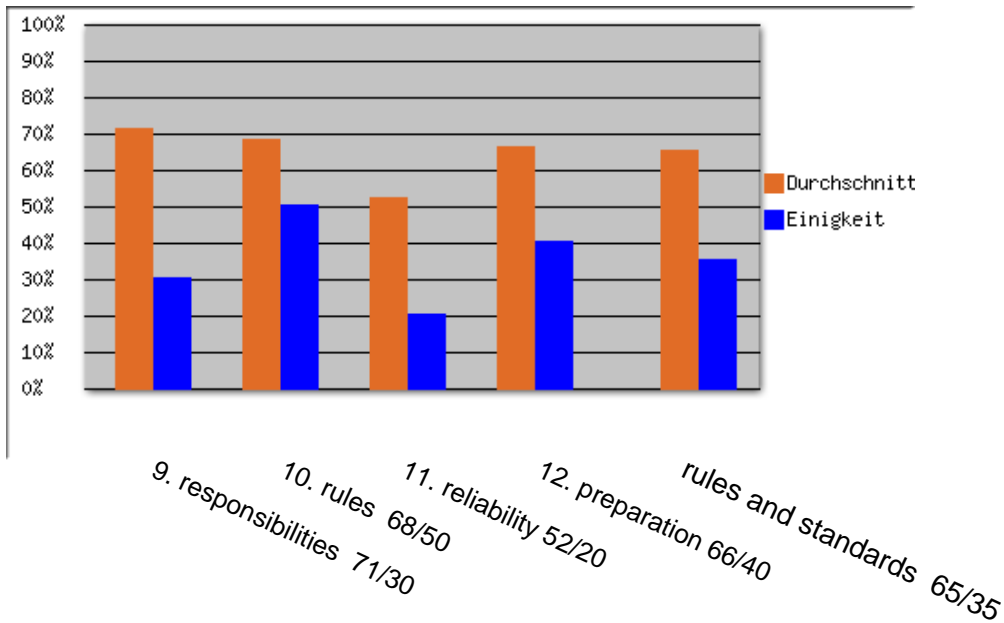
2. survey



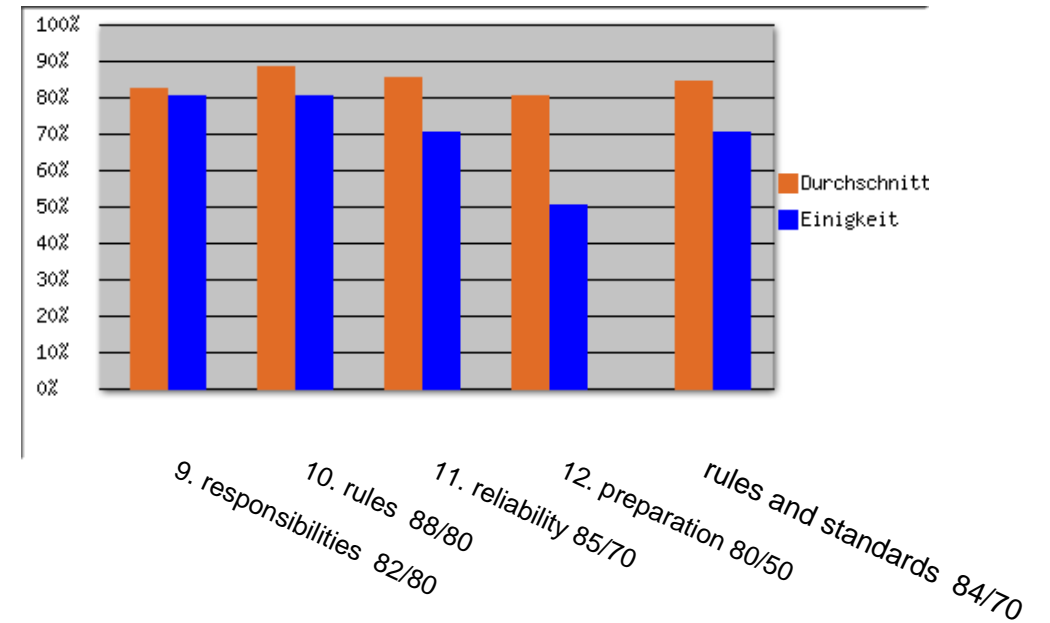
Change of communication		
average satisfaction	↗	17
unity	↗	23

3. rules and standards

1. survey



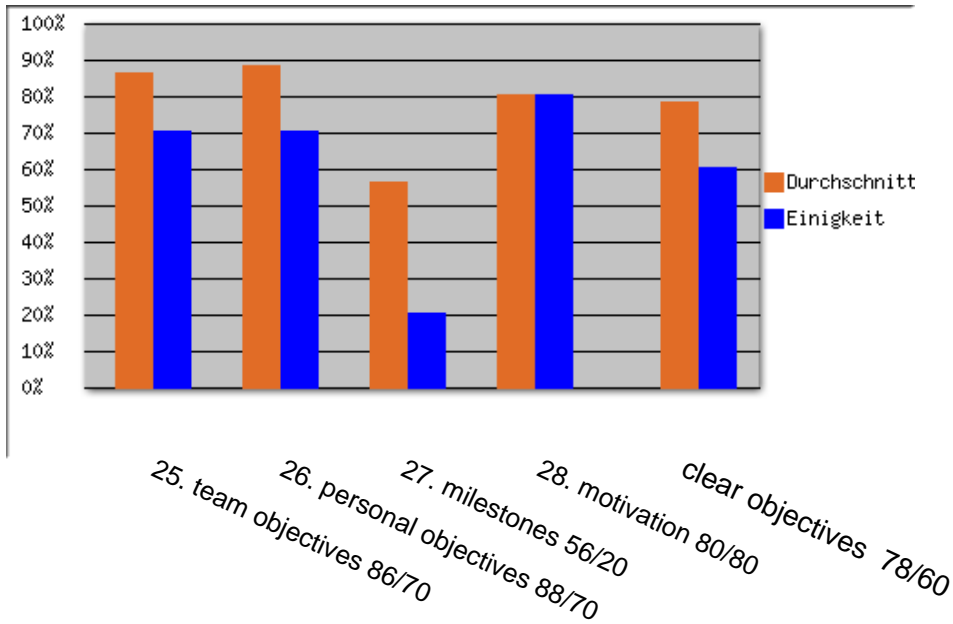
2. survey



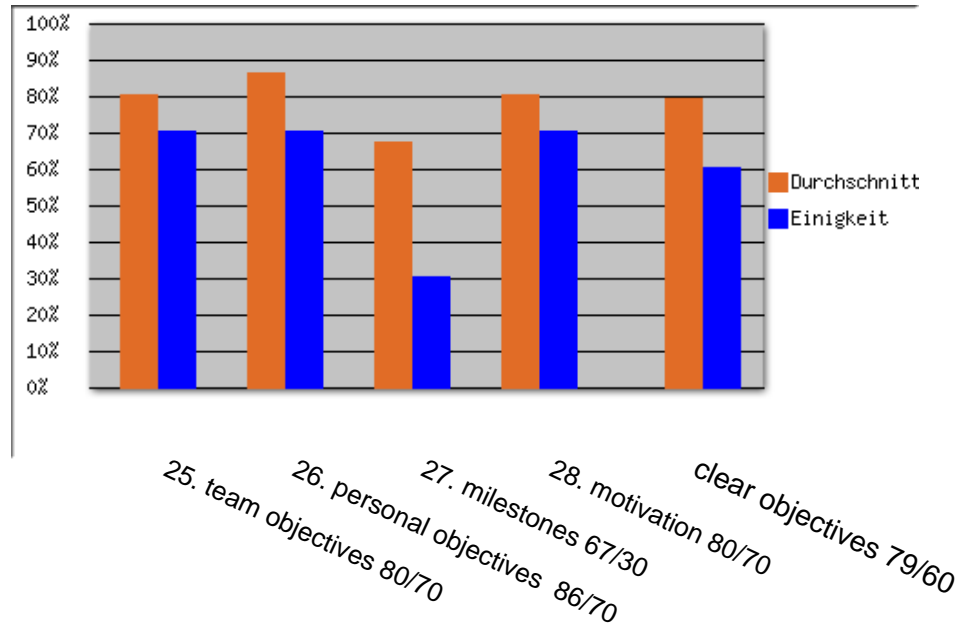
Change of rules and standards		
average satisfaction	↗	19
unity	↗	35

7. clear objectives

1. survey



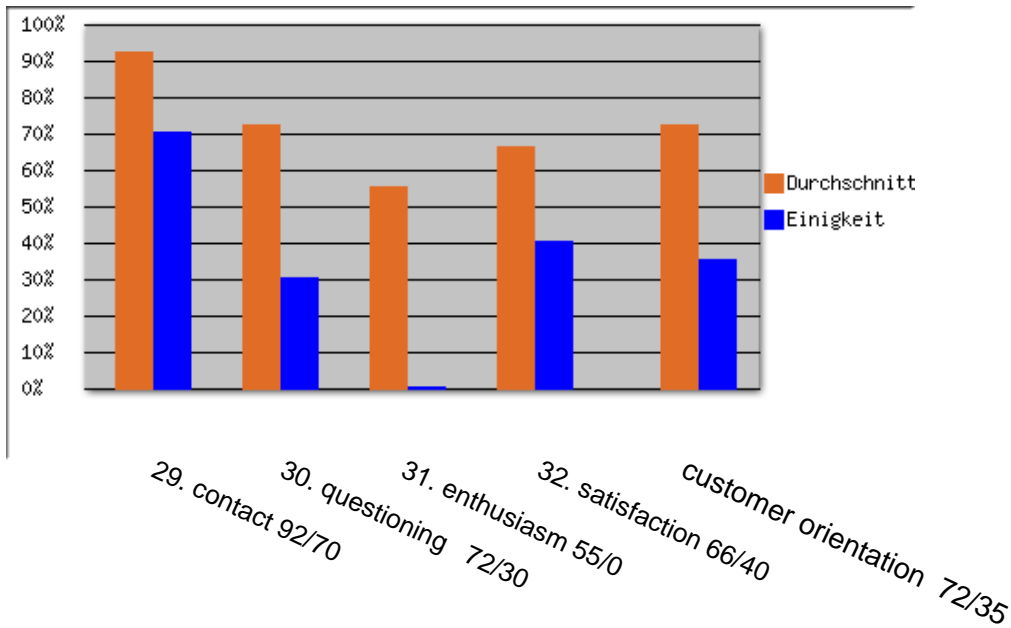
2. survey



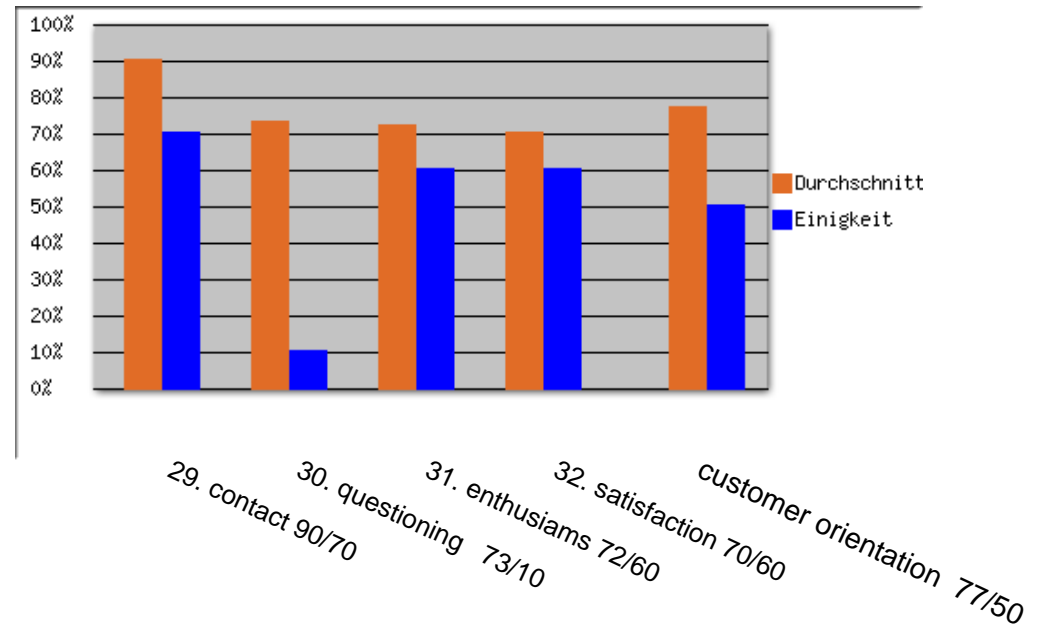
Change of clear objectives		
average satisfaction	↔	1
unity	↔	0

8. customer orientation

1. survey



2. survey



Change of customer orientation		
average satisfaction	↔	5
unity	↗	15



Comments of team members

Most critical is the lack of personal communication due to the fact that we meet on a very unregular basis and not more often than twice a month. That is not enough!

As there are three new team members I still not know I would need a chance to get to know them. I hope the teambuilding workshop will be the chance to do so.

We all should remember Marions efforts in keeping things going. Since MARion is gone things changed in a sad way.

The teamwokshop early this year was a brilliant start and is still fostering our collaboration and communication.

Good that we found Michael! He is just a star!

Kind regards,
Teamcoach
Tom Senninger

Company: Weiß & Senninger
Adress: Platenstr. 6
City: 80336 München
Phone: 089 97392288