



Meeting Tracker

Feedback on Meeting: Procurement Team

Prepared on: 20 September 2016

Responses:

Team Leader 1

Team Member 7

Total Responses 8

Rating Scale:

N/A = Not Applicable/Not Observed;

1 = Strongly Disagree;

2 = Disagree;

3 = Neutral;

4 = Agree;

5 = Strongly Agree

Your Highest to Lowest Ratings

| Average | Question |
|---------|---|
| 4.13 | We are dealing with and resolving more difficult issues offline rather than in front of the whole team |
| 3.75 | I have made progress on my actions and commitments that I set at the team development workshop |
| 3.75 | In meetings (and phone calls) we've heard, understood and been empathic to people's views: we've used more 'Nurturing Parent' |
| 3.75 | We are keeping the momentum going to build higher performance in this team |
| 3.63 | Recently we have made sound, balanced, informed decisions |
| 3.63 | We have been managing the differences in our working styles |
| 3.63 | The mood in this team is positive and constructive |
| 3.63 | I think that my colleagues understand and value my needs |
| 3.63 | We are able to manage our way out of the 'groan zone' |
| 3.38 | I understand what my colleagues' key issues have been |
| 3.38 | In our meetings and conversations we are using the effective 'blue' Egostates (Nurturing Parent, Adult and Free child) more than the ineffective 'red' Egostates (Critical Parent, Rebellious Child and Compliant Child). See pages 12, 20 and 22 of the report |
| 3.25 | We are using the 'Fact-Reveal' technique effectively where I state the facts and explain the logic then follow this up by explaining why this is important to me |
| 3.25 | We have been investing time and thought managing this team's key stakeholders |
| 3.13 | We have been setting realistic objectives and time frames |
| 2.50 | Our team workload is manageable |

Data Matrix

The detail of reviewer ratings is provided below. 'Highest' and 'Lowest' ratings include ratings from all responses.

| | Highest | Team Leader | Lowest | Peter Peer | Pauline Peer | David Report | Diane Report | Michael Manager | Olive Other | Oliver Other |
|---|---------|-------------|--------|------------|--------------|--------------|--------------|-----------------|-------------|--------------|
| Team Tracker | | | | | | | | | | |
| I understand what my colleagues' key issues have been | 4 | 4 | 2 | 2 | 3 | 4 | 2 | 4 | 4 | 4 |
| In our meetings and conversations we are using the effective 'blue' Egostates (Nurturing Parent, Adult and Free child) more than the ineffective 'red' Egostates (Critical Parent, Rebellious Child and Compliant Child). See pages 12, 20 and 22 of the report | 4 | 4 | 2 | 3 | 2 | 4 | 3 | 4 | 3 | 4 |
| Our team workload is manageable | 4 | 3 | 2 | 2 | 2 | 2 | 3 | 4 | 2 | 2 |
| We are using the 'Fact-Reveal' technique effectively where I state the facts and explain the logic then follow this up by explaining why this is important to me | 4 | 2 | 2 | 4 | 2 | 3 | 3 | 4 | 4 | 4 |
| Recently we have made sound, balanced, informed decisions | 4 | 4 | 2 | 3 | 2 | 4 | 4 | 4 | 4 | 4 |
| We have been managing the differences in our working styles | 5 | 4 | 2 | 4 | 3 | 4 | 3 | 4 | 2 | 5 |
| We have been investing time and thought managing this team's key stakeholders | 5 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 4 | 5 |
| I have made progress on my actions and commitments that I set at the team development workshop in June 2016 (see page 27 of the report sent on 20/06/16) | 5 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 5 |
| We have been setting realistic objectives and time frames | 4 | 4 | 1 | 3 | 1 | 3 | 3 | 3 | 4 | 4 |
| The mood in this team is positive and constructive | 5 | 4 | 2 | 4 | 2 | 3 | 3 | 4 | 4 | 5 |
| In meetings (and phone calls) we've heard, understood and been empathic to people's views: we've used more 'Nurturing Parent' | 5 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 3 | 5 |
| I think that my colleagues understand and value my needs | 5 | 4 | 2 | 3 | 2 | 3 | 4 | 4 | 4 | 5 |
| We are able to manage our way out of the 'groan zone' | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 3 |
| We are dealing with and resolving more difficult issues offline rather than in front of the whole team | 5 | 4 | 3 | 5 | 3 | 4 | 4 | 4 | 4 | 5 |
| We are keeping the momentum going to build higher performance in this team | 5 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 3 | 5 |

What I've really valued about our team recently....

Peter Peer

- The ability to make steady progress in many complex areas at the same time.
- We have been more joined up in terms of people management (e.g. better mobility within the function).

Pauline Peer

- Openness and honesty; working together towards joint goals; feeling like a good team.
- Weekly phone calls are more efficient, focusing more on issues/updates which are relevant to all, rather than specific topics between two individuals.

David Report

- Sticking to the agendas and ensuring time is managed during meetings.

Diane Report

- Despite the work done on team behaviours we are still able to have robust & reasoned debate - no one is afraid to speak their mind however "off message" they think it is.

Michael Manager

- Good discussions on sharing/moving of resources.

Olive Other

- Specifically, good working on a recent supplier issue.
- Really clear communications on timelines.

What has frustrated me, concerned or disappointed me about our team recently...

Peter Peer

- Getting the balance right over budgets and the need to address costs as a whole.

Pauline Peer

- Workload is quite hard to manage recently with the day job and the new projects.
- Group programme is going to make things even harder.
- We all need to pull together to make the function work.

David Report

- Workload is heavy for all, especially with end of year approaching, which decrease opportunities for informal catch up, especially with our multi-sites challenge.

Diane Report

- Usual moan of mine about slow response times no matter if short or long deadlines are set - it's just a sign of overload and making priority calls.

Michael Manager

- Nothing specific.

Olive Other

- Workload remains high. I'm not currently able to spare the time needed to support key campaigns.
- As a function, our stakeholder management is still an area we can improve upon.

Oliver Other

- I feel we are doing too much work and spending too much time on things that don't add value.

Notes and tips

For the first time there is an item that has an average agreement of over 4: 'we are dealing with and resolving more difficult issues offline rather than in front of the whole team' had a standout score of 4.13. This was a take-away from our last workshop – well done.

There is a cluster of items close to agree that suggests, behaviourally, you continue to strive towards effective behaviours. These are the ones clustered between 3.63 and 3.75, notably they include 'we are able to manage our way out of the 'groan zone' and 'managing the differences in our working styles'. Both of these have shot up in agreement from 2.44 and 3.00 respectively. Both were areas of concern last time. I wonder whether taking difficult issues out of meetings has made a difference to the whole team feel. There were comments that mirrored this about a good team feel and that you are working together well. On the other hand a similar behavioural cluster in the March Tracker has dropped a little from 3.78 to 3.89: the moral here - don't take your eye off your behaviours!

The standout issue for me was the further fall in the rating of 'our team workload is manageable'. Over the last 3 trackers this has dropped from 2.8 in March, to 2.67 in May and now is rated at 2.5. This has to be interfering with your ability to focus on behaviours and indeed your KPIs. It was not a surprise that it is the major topic of concern in the 'what's not going so well' comments. I do urge you to spend some time on this: there are many processes around for both individuals and teams to assess their workload. I can send through some ideas if needed. This is an important issue for your wellbeing as individuals and as a team.

This was also the first time that there were no 5-1 variations: 7 items had 4-1 or 5-2. I see this as another sign, albeit it a small one, of maintaining the behavioural momentum.

The overall rating made a good sized jump up again this time: 3.49 up again on all previous Trackers (3.29 in May, 3.12 in March and 2.99 on the first tracker in January). This Tracker definitely demonstrates continuing positive progress, my concern is that the growing workload pressure will interfere with this.

Consultant Psychologist
ORConsulting

This report has been produced by ORMultiView Ltd

If there are aspects of the report that are unclear, please contact the provider directly at
ORMultiView +44 1934 714125, email enquiries@ormultiview.com