



TEAM PULSE

MAXIMISING TEAM HEALTH

Factsheet No.1 Getting Started

1. What is the Team Pulse Program?

Please view this brief [Team Pulse intro](#).

The HPT Team Pulse is a brief (10 second) confidential survey that is emailed to HPT Team Pulse participants every Thursday morning. At the end of each month, a Team Pulse Scorecard is sent back to the team to drive conversations around wellbeing and performance. The HPT Team Pulse uses 4 simple questions to assess each of the 4 indicators - KPIs of High Performance Teams (HPT) AND also measures Collective Team Efficacy (CTE).

2. How do Pulse Surveys Work?

Completing the HPT Team Pulse Survey is easy!

1. **Every Thursday at 7am** TeamPulsePrograms.com will send your individual Pulse Survey to your nominated email address (please add to your address book to ensure that you always receive your HPT Pulse Survey emails).

2. Once you receive your email in the "Focused" or "Other" inbox, click on the "Click here to answer the survey now" link. Open your link on a mobile device, otherwise use **Google Chrome** or **Mozilla Firefox** web browser if you have any difficulties accessing your individual Team Pulse survey via your desktop.

3. To answer the survey read each item and click the sliders to record your rating. It's best **not to overthink your rating** but rather go with your 'gut feel'. Once you've finished click the "submit" button at the lower left of the screen.

CTE 4 Factors	HPT 4 KPIs
Achievement & Satisfaction	Vision & Action
Performance Feedback	Performance Reporting
Sharing & Peer Support	Leveraging Diversity
Affective States	Work/Life & Wellbeing



3. Team Scorecards: What, When & How?

1. At the end of the month your team's HPT Team Pulse Scorecard will be sent to all team members which shows your team averages for the month (individual pulse data remains confidential).

2. A short Team Debrief Conversation is then scheduled at your next team meeting to develop positive actions to maximise Team Health for the month ahead. Instructions on debriefing your "Team Scorecard" are detailed [HERE](#).

Team:		Month:		Participants:		
HPT 4 KPIs (Inputs)	CTE Domains (Outputs)	Pulse Question	Previous*	Current*	Example Improvement Strategies	Discussion Notes & Actions
KPI 1: Vision & Action	Mastery Experience (Job Satisfaction)	Your level of achievement and satisfaction at work.		87%	Clear KPIs for role clarity in team chart. Regular review of purpose, vision & goals in meeting notes. Aligning activity cycle to maximise benefits of team meetings & professional development.	
KPI 2: Performance Reporting	Social Persuasion (Performance Feedback)	Regularly giving and receiving feedback with members of your team.		82%	Use of data wall huddles to track progress. Using effective protocols in team meetings to address hot issues and progress strategic inquiry. Timely cycles of observation and feedback.	
KPI 3: Leveraging Diversity	Vicarious Experience (Peer Support)	Communicating effectively and openly sharing with members of your team.		89%	Effective team communication, sharing and peer mentoring. Understanding conflicting personality types, above and below the line behaviour charts and protocols for difficult conversations.	
KPI 4: Work/Life & Wellbeing	Affective States (Work/Life & Wellbeing)	Your level of satisfaction with your work/life and wellbeing.		73%	Regular buddy check-ins. Weekly team pulse with monthly scorecard and goal setting. Regular team huddles, use of ice breakers in meetings, increased awareness of work/life needs.	
Collective Team Efficacy Score				82%	*Combined average of all team scores	

0-54% 55-74% 75-100%