TEAM PULSE FAQ

SECTION 1.
PULSE SYSTEM IN GENERAL

1.1 Working In Multiple Teams

Q: I'm a member of multiple teams, how should I answer the survey questions, and subsequently participate in Pulse result discussions?

A: We find that it's best to answer the questions in relation to your overall experience at work during the past week (taking into account all teams that you worked with). If you are a member of multiple teams, just as your individual work performance contributes to the overall performance of each team that you belong to, your individual pulse results will contribute to the overall pulse results of each team you belong to.

1.2 Confidentiality

Q: Are my Pulse Survey responses confidential?

A: Yes – Your information is confidential. Your individual survey responses will never be sent to your employer. Only aggregate survey data is reported on a monthly basis via Team Scorecards. It is not possible to identify an individual from the aggregate data provided within the Monthly Team Scorecards. Where less than 5 team members participate in the pulse we list "<5" in participants to protect the identity of those who provided input.

1.3 Weekly Frequency of Pulse

Q: Why do we have to complete the same survey each week?

A: The Pulse survey uses a repeated measures, quick screen methodology. Completing the survey weekly provides two main benefits: (1) it allows individuals to stop and check in with themselves at least once a week; and (2) provides a better picture of overall team health over the entire month reporting period.

1.4 Why am I receiving Pulse Emails?

Q: Why am I getting these emails?

A: You are receiving the Pulse Survey as a staff member of your organisation, that has implemented the Team Pulse program as a staff support strategy. Onboarding sessions and supporting videos and factsheets were distributed to your organisation to share with staff. If you haven't received this onboarding information, please contact us at pulseprograms@hptschools.com and we will send these directly to you. Completing the survey is voluntary with team level results sent to your organisation each month to help boost team health.

1.5 Unable to find Pulse Email

Q: I haven't received the Pulse survey email – what should I do?

A: In the first instance please check your email "junk folder". If the Pulse Survey is there, please adjust your email settings to mark these emails as not junk (if need be please consult your IT department or your email application provider for further instruction). If you still can't see the Survey email, contact your organisational administrator or email us at pulseprograms@hptschools.com so we can ensure we have your correct details.

1.6 Survey Link Not Working

Q: What do we do if we have technical issues?

Please use your mobile device or if using a laptop or desktop use web browsers such a Google Chrome or Mozilla Firefox. Please also check that your organisation has whitelisted Team Pulse to use with your IT systems.

1.7 New Team Members / Updating Lists

Q: How do I update who receives the Pulse Survey when there are changes in our team?

A: Your organisational administrator can update team lists to add/remove staff and change team membership. Please contact them with the updates you require or contact us at pulseprograms@hptschools.com with the relevant changes.

1.8 Data Storage

Q: Where is my data stored?

A: Secure data storage is provided by Amazon Web Services (AWS), Sydney, Australia.

1.9 Survey Design

Q: Who designed the questions?

A: The questions were designed by a team of clinical and organisational psychologists and are linked to Bandura's work on collective efficacy and the core principles of High Performance Teams, Organisational Health and measures of Psychosocial Risk.

1.10 Team Pulse Change Management

Q: "What types of opportunities and challenges have others faced in the program?"

- *Opportunities* – "*What gets measured gets managed*". In our experience we have found that freely and openly discussing monthly trend reports with all staff members empowers teams to become responsible for maximising their own wellbeing and performance.
- *Challenges* – It is common for people to initially reject things that are new, even if the new thing will result in positive outcomes for them. Reducing uncertainty is crucial when introducing anything new, including the roll out of the Team Pulse System. Providing staff with (1) reassurance about confidentiality, (2) detailed program briefings, and (3) ensuring teams receive training in Pulse Debrief Process and stick to the process are vital to ensuring program success.

1.11 What does Co-Worker mean?

Q: In the questions measuring Peer Support and Performance Feedback, who does 'co-workers' refer to?"

A: These questions measure your subjective experience of Peer Support and Performance Feedback from your 'co-workers' over the past week. Co-workers refers to any paid or unpaid staff you regularly interact with in your organisation.

SECTION 2.
SCORECARDS & TEAM CONVERSATIONS

2.1 Scorecard Data & Collection Process

Q: Are the percentages collated on individual's responses over a month, or just the total number of responses?

A: Responses on the monthly scorecard are the average of *all team member responses* provided over the 30 days prior. Therefore, if only some members have completed only some of the weeks that will be the data source for the scorecard. The more everyone completes the survey every week the more accurate the Monthly Scorecard will be.

2.2 Team Data & Non-Responders

Q: If people don't respond, does that equal a 0 and pull the data down?

A: If people don't respond it is not recorded as zero. Only survey responses that have been completed are included in the final average score at the end of each month. If the team feels that their scores are lower than anticipated, it may indicate that someone in the team is not travelling as well as they appear but not willing to disclose this directly. We encourage teams not to probe each person (which often ends up doing more harm them good) but rather accept the result with openness to try to find relevant ways to support each other and develop strategies at the 'team level' for the month ahead.

2.3 Response Rate Satisfactory 'Y' or 'N'

Q: Why does the "Response Rate Satisfactory" state 'Y' if one or more team members have not completed the pulse?

A: The Team Pulse is designed to enable teams to proactively manage their wellbeing based on quantitative indicators. Thus, if there are only some responses by some team members this is still deemed satisfactory for the purpose of teams proactively managing their wellbeing (Because (a) the data we have is always more valid than data we don't have; and (b) those that don't respond will be more likely to respond in the future if they see the process as valid and useful (i.e., prompting improvement discussions on Team Wellbeing)).

2.4 Report Distribution

Q: Who receives the Monthly Team Pulse Reports?

A: All Monthly Team Pulse Scorecards & The Executive Summary Report are sent to the organisational administrators within your organisation (normally Senior and Middle Leaders). Organisational Administrators are also able to add a Team Leader to each team in the organisation to receive the Monthly Team Pulse Scorecard (for their team only) to send out to Team Members at the end of each month. Alternatively, Organisational Administrators are also able to turn on the function to enable all team members to receive their Monthly Scorecard (for their team only) on the last day of each month directly from HPT Pulse Programs. Please ask your Team Leader about the Pulse Report recipients.

2.5 Team Debrief Protocol

Q: During debrief why do we break out into pairs and triads, can't we just debrief as a whole group straight away?

Debriefing in pairs and triads before summarising as a whole group ensures that individual team members have the time and psychological safety to contribute. Increased opportunity to contribute leads to increased ownership of forward team actions.

2.6 Comparing Our Team with Wider Trends

Q: How does our organisation/team compare to others?

A: A Team x Team Executive Summary Report is provided to your Organisational Administrators at the end of each month which compares scores across your organisation. The Australian Collective Team Efficacy norms are also provided at the bottom of the Monthly Report to enable teams to compare their results to the norms. In addition, wider Australian Workforce Trends and insights are updated each month and available here.

2.7 Team Data: Clarifying 'Participant' Area

Q: If participants is 7, does that mean there were 7 responses for the month or that at some stage during the month, 7 different people have responded?

A: If 7 is the total number on the scorecard it means 7 unique individuals have completed the survey at least once during the month. Where there are less than 5 respondents during the reporting period the scorecard will show "<5" to protect the confidentiality of individual participants.