

# TEAM CONVERSATION: STATE OF THE TEAM

The purpose of this team conversation is to assess the team's current state of engagement. Listen to your team, learn about the factors influencing their engagement, and lead the team to take the actions necessary to realize their performance goals.

As a team, answer each set of questions. Flip this page to record your team's plan of action.



## 1. ANALYZE GALLUP Q<sup>12</sup><sup>®</sup> SURVEY RESULTS

Review your latest Gallup Q<sup>12</sup> survey results. Distribute your latest report, and then ask your team the following questions.

- Do any of the results surprise you?
- What areas of engagement are strong for our team? What are we doing that makes this a strong result?
- What areas of engagement are opportunities for our team? What are we not doing that makes this an opportunity?



## 2. IDENTIFY A TEAM PERFORMANCE GOAL

Collaboratively identify the team's most important performance goal.

- What are the three or four most important performance goals we face today?
- How would you prioritize these performance goals from most to least important to our team?
- Which performance goal should we focus on as a team?



## 3. SELECT THE ENGAGEMENT ITEM TO FOCUS ON AND ACTIONS TO TAKE

Select the most relevant engagement item to focus on and then brainstorm the actions and owners necessary for improvement.

- Which engagement item do you think we should focus on to help us reach our performance goal?
- What actions do we need to take to have an effect on this engagement item?
- What three or four immediate actions should we focus on first? Who can take ownership of these actions?



## 4. REVIEW AND RECALIBRATE

Evaluate progress on the team's goal, and recalibrate as necessary.

- Regularly lead a five- to 10-minute discussion about two things:
  - Did we complete the actions we said we would?
  - Did completing them make a difference?
- Recalibrate as necessary.

### MANAGER CONSIDERATIONS:

- Ensure every team member feels like he or she contributed to the overall process.
- **Continue** doing things that helped you achieve strong results. **Stop** doing things that hinder your team's engagement. **Start** doing things that will have a positive impact on your team's performance goals and engagement.
- Be aware of priorities. Be intentional. Be focused.

