



## Team Review: Creative designs SMT

68%

Responses to date: 8 team member and 5 stakeholder responses

### Executive summary



**Your team received a very good review.**

Your overall score was **68%**. This is the average of your self-assessment and your stakeholders' assessment (if you included them in the review) and puts you in the top quartile of our database.

You can always improve, though. Use the recommended exercises based on your report - and push yourself to get above the top 10% benchmark.

### What's in this report



- \* A detailed team analytic, benchmarking your team against 2000+ team reviews.
- \* Your signature strengths and challenges as a team.
- \* A list of development needs pinpointed by team members and stakeholders.
- \* Links to our recommended exercises based on your report.
- \* Comments from people who completed the questionnaire.

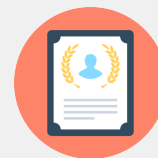
### Resources to use alongside this report



#### Team Leader's Guide

A practical guide with all you need to feel confident about running a 'review & improve' session with your team.

[Team Leader's Guide](#)



#### Expert Guidance

Comprehensive briefings on the skills you need to transform your leadership skills and your team's performance.

[Expert Guidance](#)



## Team Review: Creative designs SMT

68%

Responses to date: 8 team member and 5 stakeholder responses

### How to use this report



**Step 1: Review the report before meeting with your team.**

What themes have been brought out? What do the team indicate that they would like to work on? Think about where you'd like to get to by the end of the meeting.



**Step 2: Click the links in the report to the recommended exercises,**

or browse the [Expert Guidance](#) section to find out more about your suggested areas of development.



**Step 3: Meet as a team, and talk together about your report.**

Review and agree together what you would like to work on.



**Step 4: Encourage dialogue.**

Use the [Team Leader's Guide](#) for support to help you have a great discussion together. Your organisation may have access to trained facilitators too.



**Step 5: Work on the recommended exercise**

or see where the session takes you. Listen carefully to each other. Remember to keep an open and constructive tone to your discussions.



**Step 6: Agree actions.**

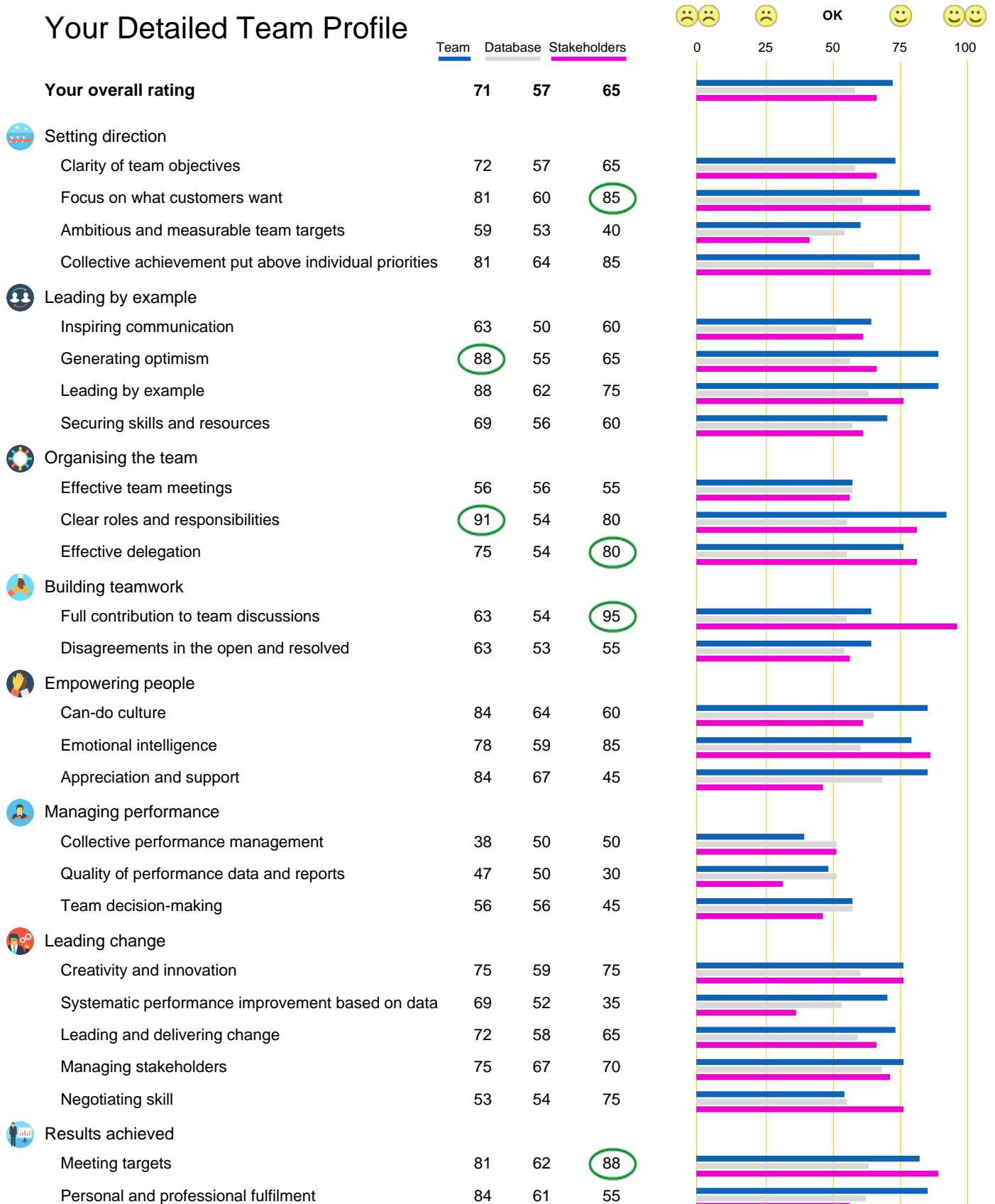
Finally, conclude by agreeing who will do what, by when, to improve your team processes. Agree a date to check you have followed through. The more effective your team, the more engaged and fulfilled you and your colleagues will feel.

# Team Review: Creative designs SMT

68%

Responses to date: 8 team member and 5 stakeholder responses

## Your Detailed Team Profile



  This score is in top 10% of team scores in the database

  This score is in bottom 10% of team scores in the database

# Team Review: Creative designs SMT

Responses to date: 8 team member and 5 stakeholder responses

---

## Your Signature Strengths

Your team's view - highest 4 scores (see previous page) as rated by your team:

- 91 % The team is clear about everyone's role and responsibilities
- 88 % The team generates optimism and confidence internally and externally
- 88 % The team leads by example - we do what we say we will do
- 84 % The team has a very can-do culture

Your stakeholders' view - highest 4 scores (see previous page) as rated by your stakeholders:

- 95 % Communication between team members seems excellent
- 88 % The team delivers great results for us
- 85 % The team puts great emphasis on delivering what customers want
- 85 % The team seems to have an all-for-one and one-for-all attitude

## Your Challenges

Your team's view - lowest 4 scores (see previous page) as rated by your team:

- 56 % Team meetings are effective and their purpose is clear
- 53 % The team is good at negotiating to get what it needs
- 47 % The team has accurate and comprehensive performance data and reports
- 38 % Team members hold each other to account for delivering on agreements

Your stakeholders' view - lowest 4 scores (see previous page) as rated by your stakeholders:

- 45 % People in the team seem to support each other very well
- 40 % The team has an ambitious vision
- 35 % They are very good at analysing where exactly where things need improving
- 30 % Team members always seem to have the right information at their fingertips

# Team Review: Creative designs SMT

Responses to date: 8 team member and 5 stakeholder responses

---

## Suggestions for Development

The questionnaire asked each respondent to pick up to three areas for the team to prioritise for development.

### Team member suggestions for development:

The list below show areas that were picked by more than one team member:

**4 votes Making decisions better as a team**

Recommended team exercise link: [Making decisions as a team](#)

**4 votes Improving the effectiveness and clarifying the purpose of team meetings**

Recommended team exercise link: [Running effective meetings](#)

**3 votes Holding each other to account for delivering on agreements**

Recommended team exercise link: [Managing performance as a team](#)

**2 votes Delivering change and improvements**

Recommended team exercise link: [Leading and delivering change](#)

**2 votes Communicating the vision and priorities in an inspiring way**

Recommended team exercise link: [Inspiring people](#)

### Stakeholder suggestions for development:

The list below show areas that were picked by more than one stakeholder.

**2 votes Negotiating**

Recommended team exercise link: [Improving negotiating skills](#)

**2 votes Generating optimism and confidence**

Recommended team exercise link: [Generating optimism](#)

**2 votes Having accurate and comprehensive performance data and reports**

Recommended team exercise link: [Quality of performance data and reports](#)

**2 votes Being clearer about what the team is trying to achieve**

Recommended team exercise link: [Clarifying Objectives](#)

# Team Review: Creative designs SMT

*Responses to date: 8 team member and 5 stakeholder responses*

---

## Team Comments: What team members say you do well

"People get on very well. We're a people business, so we're good at helping each other."

"Susan does a great job leading the company and has a very good reputation in the industry."

"We're lucky - our success means it is easy just now to be optimistic and people feel good. It's a great place to work."

"We know exactly what we're trying to do and are getting tremendous results."

"We all pull together when there's a problem - it's a good team to be a part of. We have built up a very good reputation, and have very good relationships with our customers - we get great feedback from them and deal with complaints very quickly. Most of us are very target-minded individually, and have clear deadlines, but this doesn't happen on a team basis. Maybe it doesn't need to? "

"The whole business is very good at its job, and people like to work here. We give our customers a superb service."

"Susan is brilliant - very well respected. We are all very clear about what we are trying to achieve and are successful, so we must be doing something right!"

# Team Review: Creative designs SMT

*Responses to date: 8 team member and 5 stakeholder responses*

---

## Team Comments: What team members say you could improve

"We're very good at getting results for this year, but don't spend enough time thinking about where we want to be five years down the road."

"The can-do attitude is stronger in some departments than others - we should communicate better across the whole company. Also, some people don't contribute enough at team meetings. Some people feel overlooked in the team - we should do something about that too."

"I think we could make a better job of managing upwards. People above us are not always as supportive as they might be. We could do with more measures on issues that affect everybody - eg staff satisfaction, finance, business plan timetable."

"We could do with better information from finance - they seem to think we can't cope with the figures, which is not a helpful attitude."

"Susan makes the key decisions by talking to one or two key people - we don't make decisions together as a team. Often this is for the best, but sometimes problems could be avoided if we made more decisions together. Some people feel a bit like second class citizens in the team. It's not intentional, but it might help to discuss it round the table. "

"We should be more of a team and less a collection of individuals. Susan would rather deal with us one-to-one but I think we could get much more value from the team if we discussed more together. We also have different customers with different needs and sometimes one customer will get preferential treatment. It would help if we talked this through as a group."

"Susan is not always good at communicating until the last minute. She has great ideas but could take the rest of us with her a bit more sometimes. Team meetings are often a catch-up rather than a proper management meeting. I am clear about the direction we're moving in , but not sure we spread the message enough throughout the organisation."

# Team Review: Creative designs SMT

*Responses to date: 8 team member and 5 stakeholder responses*

---

## Stakeholder Comments: What stakeholders say you do well

"The team always gives us a good service and is highly motivated. We get good creative solutions from them."

"They keep their show on the road despite being very busy - very impressive from our point of view."

"They always keep us well informed about what is happening as our designs are developing. They are a confident and capable team in a very successful organization. Excellent."

"They have a very clear idea of what they do well. They give us options and suggestions and are very flexible. They don't get defensive if we don't like the first ideas they put to us."

"Their work for us is first-rate and the company has an excellent reputation for reliability and innovative ideas. Their senior management team must have a lot to do with that, but I don't know all of them - so have left some questions blank."



# Team Review: Creative designs SMT

*Responses to date: 8 team member and 5 stakeholder responses*

---

## Stakeholder Comments: What stakeholders say you could improve

"I think some of the recent changes in their company are taking time to settle in. They seem to have some internal tensions to work through, although we have very good experience of the team overall."

"As a client, I'm not very clear about their long term aspirations, or innovations they are thinking of, but they have made a very successful business to build on. It would be good to know a bit more about where they feel they might be in a few years time."

"I sometimes feel their creative side is stronger than their business-mindedness."

"Sometimes it seems like there's an "inner core" to the team. When we're working with them everything gets done, and any problems get sorted, quickly. The more junior members of the team can be pulled onto other work sometimes, which can be irritating when we have deadlines."

"They could tell us more about what is going on in their world - eg how social media and digital are affecting design. They are not actually great at their own PR to customers - which is interesting given that's part of what they help us with. Their overall profile in the design world is very good, though."