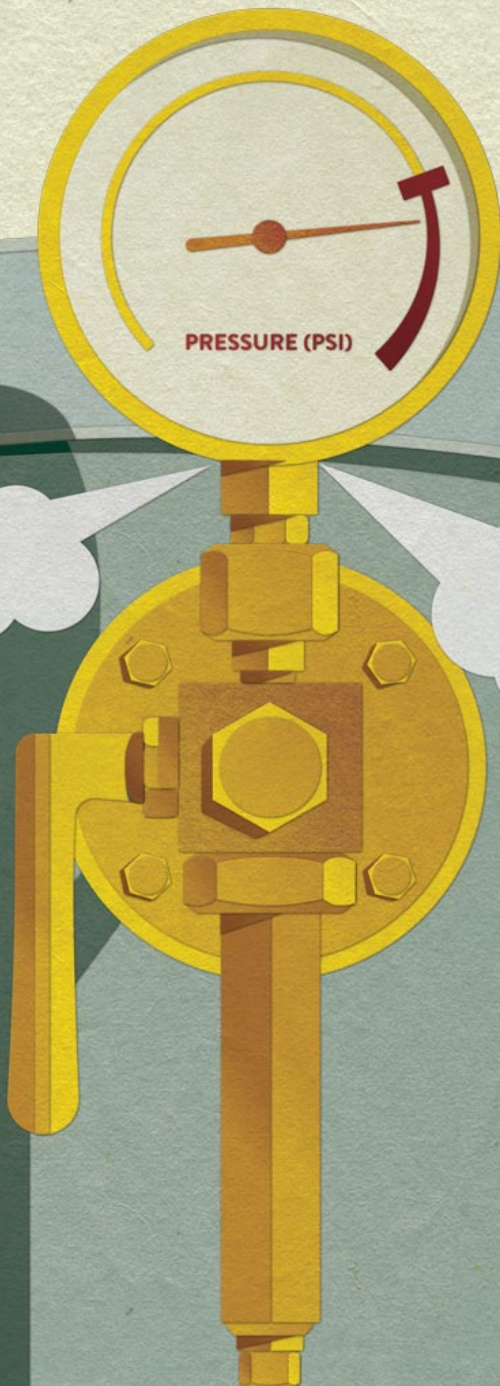


# TEAM BENCHMARK

Triaxia Development Team



TEAM CONFLICT RESOLUTION

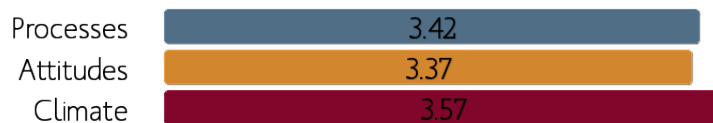
## Your Team Conflict Survey

The team needs to cooperate in three areas--Processes, Attitude, and Climate--in order to a high level of efficiency. Significant weakness in even one element should receive immediate attention and an aggressive initiative for improvement.

Use the table below to assess the team scores that follow:

Team Average	Grade	Description
4.00 - 5.00	A	Gold Standard
3.40 - 3.99	B	Good
2.60 - 3.39	C	Adequate
2.04 - 2.59	D	Marginal
< 2.03	F	Critical - Run for cover!

The bar chart below indicates your team averages for each of the three areas:



The table below shows individual team member averages for each of the three areas. The far right column displays the "team average" for each member. The bottom row displays the team average for each of the four areas. The bottom right cell (shaded in grey) displays the total team average.

Member	Processes	Attitude	Climate	Overall
#9	3.00	3.40	4.00	3.28
#13	3.67	3.90	4.00	3.80
#14	5.00	5.00	5.00	5.00
#15	1.00	1.00	1.00	1.00
#25	3.58	3.50	2.67	3.44
#57	3.92	3.30	4.00	3.68
#59	3.75	3.50	4.33	3.72
Team Total	3.42	3.37	3.57	3.42

## Processes

Member	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Overall
#9	4	3	5	2	3	1	3	4	2	3	4	2	3.00
#13	4	4	2	3	4	3	5	4	3	5	4	3	3.67
#14	5	5	5	5	5	5	5	5	5	5	5	5	5.00
#15	1	1	1	1	1	1	1	1	1	1	1	1	1.00
#25	3	4	5	3	2	4	4	3	5	3	3	4	3.58
#57	4	5	4	3	4	5	4	3	2	4	5	4	3.92
#59	4	4	4	4	4	4	4	3	1	5	4	4	3.75
Team	3.5714	3.7143	3.7143	3.0000	3.2857	3.2857	3.7143	3.2857	2.7143	3.7143	3.7143	3.2857	3.42

The far-right column in the grid above indicates the individual team member's average for "Processes". The bottom row indicates the team average for each question. The figure in the bottom right cell is the team average for "Processes".

### Q1. Team members effectively work through problems and conflicts with one another.

Mean

3.57

#### Comments

- Mares eat oats and does eat oats and little lambs eat ivy.
- There ain't no such thing as a sanity clause.
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item

### Q2. Our team has a mutually agreed-upon process for resolving conflict.

Mean

3.71

#### Comments

- Let's get this party started.
- Four score and seven years ago.
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item



---

Q3. We negotiate and work through conflicting goals and priorities to achieve consensus.

Mean

3.71

### Comments

---

- Who let the dogs out?
- Who you gonna call?
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item

---

Q4. Team members strive to address conflict in a timely manner; we do not allow problems to fester.

Mean

3.00

### Comments

---

- Someday my prince will come.
- WHere's the beef?
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item

---

Q5. We know how to work through conflicts and differences to achieve win-win solutions.

Mean

3.29

### Comments

---

- What is your favorite color?
- Somebody's looking FAB-U-LOUS!
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item

---

Q6. When conflict surfaces, we work to discover the root of the problem.

Mean

3.29

### Comments

---

- I'm not quite dead yet.
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item

---

Q7. In solving problems and resolving conflict, there is a lot of listening and understanding.

Mean

3.71

### Comments

---

- You keep saying that word. I don't think it means what you think it means.
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item

---

Q8. We productively channel conflict into creativity and commitment.

Mean

3.29

### Comments

---

- You killed my father. Prepare to die.
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item

- This is a test comment for a survey item

---

Q9. We have a written set of ground rules/operating principles that govern our relationships and interaction.

Mean

2.71

### Comments

- 
- Yeah, man, that rug really tied the room together.
  - This is a test comment for a survey item
  - This is a test comment for a survey item
  - This is a test comment for a survey item
  - This is a test comment for a survey item

---

Q10. This team has mastered the art of “straight talk.” We know how to be tough on issues and soft on people.

Mean

3.71

### Comments

- 
- Luke, I am your father.
  - This is a test comment for a survey item
  - This is a test comment for a survey item
  - This is a test comment for a survey item
  - This is a test comment for a survey item

---

Q11. We address conflicts in a manner that is both direct and sensitive to the people involved.

Mean

3.71

### Comments

---

- Oh no you didn't!
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item

---

Q12. Team members are familiar with principles of conflict resolution and apply them.

Mean

3.29

## Comments

- 
- Previously on 24.
  - This is a test comment for a survey item
  - This is a test comment for a survey item
  - This is a test comment for a survey item
  - This is a test comment for a survey item



## Attitudes

Member	Q13	Q14	Q15	Q16	Q17	Q18	Q18	Q20	Q21	Q22	Overall
#9	4	5	3	4	2	3	4	2	3	4	3.40
#13	4	5	4	3	3	4	5	4	3	4	3.90
#14	5	5	5	5	5	5	5	5	5	5	5.00
#15	1	1	1	1	1	1	1	1	1	1	1.00
#25	3	4	3	4	3	2	3	4	5	4	3.50
#57	3	2	3	4	5	4	3	2	4	3	3.30
#59	4	4	3	5	3	4	3	3	2	4	3.50
<b>Team</b>	<b>3.43</b>	<b>3.71</b>	<b>3.14</b>	<b>3.71</b>	<b>3.14</b>	<b>3.29</b>	<b>3.43</b>	<b>3.00</b>	<b>3.29</b>	<b>3.57</b>	<b>3.37</b>

The far-right column in the grid above indicates the individual team member's average for "Attitudes". The bottom row indicates the team average for each question. The figure in the bottom right cell is the team average for "Attitudes".

Q13. We are able to discuss and agree on the use of one approach or the other without politics and backbiting among team members.

Mean

3.43

### Comments

- NORM!
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item

Q14. I feel that my opinions are heard, regardless of whether they are positive or negative.

Mean

3.71

### Comments

- Happy Quanza, everybody.
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item

---

Q15. Team members deal with conflict openly, trying to be sensitive to one another's needs and the best interests of the team.

Mean

3.14

### Comments

---

- I beg to differ.
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item

---

Q16. Team members demonstrate appreciation, respect, and trust toward each other.

Mean

3.71

### Comments

---

- What happens in Vegas, stays in Vegas.
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item

---

Q17. Overall, we trust that other team members have the competence to get their job done with excellence.

Mean

3.14

### Comments

---

- Change we can believe in.
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item

---

Q18. Our team values a collaborative approach to problem solving.

Mean

3.29

### Comments

- Augustus Gloop, that great big greedy nincompoop.
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item

---

Q19. Overall, we have a high level of trust in the character of other teammates.

Mean

3.43

### Comments

- No soup for you!
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item

---

Q20. Team members are willing to speak their minds about team decisions, goals, and suggested solutions to team problems.

Mean

3.00

### Comments

- What'll ya have, what'll ya have!
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item

- This is a test comment for a survey item

---

Q21. When interpersonal differences between team members are resolved, they are forgiven and forgotten and do not resurface in future discussions.

Mean

3.29

### Comments

- 
- Surely you must be kidding. No, I'm not kidding and don't call me Shirley.
  - This is a test comment for a survey item
  - This is a test comment for a survey item
  - This is a test comment for a survey item
  - This is a test comment for a survey item

---

Q22. Team members work hard to ensure that the team and its mission wins when resolving interpersonal conflicts.

Mean

3.57

### Comments

- 
- Yeah...I'm going to have to ask you to come in this weekend and work on the TCP reports.
  - This is a test comment for a survey item
  - This is a test comment for a survey item
  - This is a test comment for a survey item
  - This is a test comment for a survey item

## Climate

Member	Q23	Q24	Q25	Overall
#9	5	3	4	4.00
#13	5	4	3	4.00
#14	5	5	5	5.00
#15	1	1	1	1.00
#25	3	3	2	2.67
#57	4	5	3	4.00
#59	4	4	5	4.33
Team	3.86	3.57	3.29	3.57

The far-right column in the grid above indicates the individual team member's average for "Climate". The bottom row indicates the team average for each question. The figure in the bottom right cell is the team average for "Climate".

Q23. The climate of our team enables us to detect and resolve frustration on the part of individual team members.

Mean

3.86

### Comments

- Does anyone every say "Does somebody have a case of the Mondays" where you work?
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item

Q24. Our team is a safe place in which to talk straight and take interpersonal risks.

Mean

3.57

### Comments

- Festivus for the rest of us.
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item
- This is a test comment for a survey item

---

Q25. We hold each other accountable for healthy, conflict resolution practices.

Mean

3.29

## Comments

- 
- When you get caught between the moon and New York City.
  - This is a test comment for a survey item
  - This is a test comment for a survey item
  - This is a test comment for a survey item
  - This is a test comment for a survey item



## DISCUSSION

1. Average your team total score. How did the team do?
2. Average your team s score for each category. How did the team do?
3. Does one area (Processes, Attitudes, or Climate) stand out as a high or low score?
4. Do you, as a team, believe this is an accurate reflection of where the team is regarding its conflict management skills and attitudes?
5. Were the scores for individual team members relatively close? If not, take a moment to discuss the different perspectives. What did one team member see that another did not?
6. Are there some obvious issues that could be addressed to improve team effectiveness?

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# TEAM BENCHMARK

## Team Skill Survey<sup>®</sup>

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\* Available in Spanish / \*Disponible en Español

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