



# Team Connect 360 Report Team Leaders Guide

## Why choose to use the TC360?

TC360 is a unique and powerful diagnostic tool offering your team new and valuable insights from both inside the team and outside the team.

## How will the TC360 add value to my team and the wider business?

By bringing clarity to what's needed in order to create success. The value of the report is that it reveals the unfolding needs of your business as perceived by your key stakeholders.

## Is it easy to use?

From start to finish the TC360 is a quick, easy and cost effective way to obtain valuable information from key stakeholders, wherever they're located.

Those contributing to the report will typically spend about 15 mins completing their online responses.

You decide when to start the process and when you want have the report. (Typically about 3 weeks from start to finish).

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## What does the TC360 focus on?

The TC360 focuses on six business critical areas:

### 1. Stakeholder Expectations

what the team is required to deliver

### 2. Team Tasks

what the team does to meet those expectations

### 3. Team Relationships

interpersonal and leadership dynamics

### 4. Stakeholder Relationships

nature of connections with those outside the team

### 5. Team Learning

how the team develops to meet future challenges

### 6. Overall Productivity

summary of the team's record on capacity to deliver. This gives a picture of how well the team is connected within its organisational system and what it can do to be more effective.



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## What do I have to do?

### Four things:

#### 1. Decide which key stakeholders to include in your team's TC360 survey and the date by which you want the survey to close.

- Your coach can support and offer guidance as to which key stakeholders you might usefully include and the most appropriate closure date. Typically respondents include:
  - a. **The primary stakeholder** - usually the Team Leader's boss
  - b. **Team members** - all members of the team including the Team Leader
  - c. **Reports to the team** - those who report into the team members
  - d. **Other key stakeholders** - May include selected Customers, Clients, Suppliers, Partners, Regulators, Senior Team or Board Members, Fund holders etc

#### 2. Provide your team coach with the contact details of the selected key stakeholders

- Your team coach will provide you with a pro-forma

#### 3. Send an invitation message to the team and its stakeholders to position the exercise and encourage their participation in the TC360

- A brief message from you will help to maximize the engagement and response levels
- Your coach can provide you with a draft message which you can adapt and send to your selected stakeholders

#### 4. Now simply wait for your report!

- In the meantime the following will be happening:
- Within 48 hours of receiving the completed pro-forma, invitation emails with weblinks will be sent to your selected stakeholders such that they can access and complete their responses online
- The system will monitor participation and reminder emails will be sent to individuals prompting them to complete their responses
- On the due date, your report is 'closed' online and the responses are aggregated into your TC360 Report
- Your TC360 Report is sent electronically to your Team Coach





## How do I make use of the TC360 Report?

**Your Team Coach will arrange a meeting with you to discuss the content of your team's TC360 Report and together you will agree how best to make use of the data.**

Typically the Team Coach will partner with the Team and the Team Leader agreeing next steps in the team's development programme.

## I'm interested, what do I do next?

**The report is only available from those Team Coaches trained and licensed by the AOEC, so to get your report, speak to your Team Coach or contact Mike Smith at the AoEC:**

**Mike.smith@aoec.com  
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