

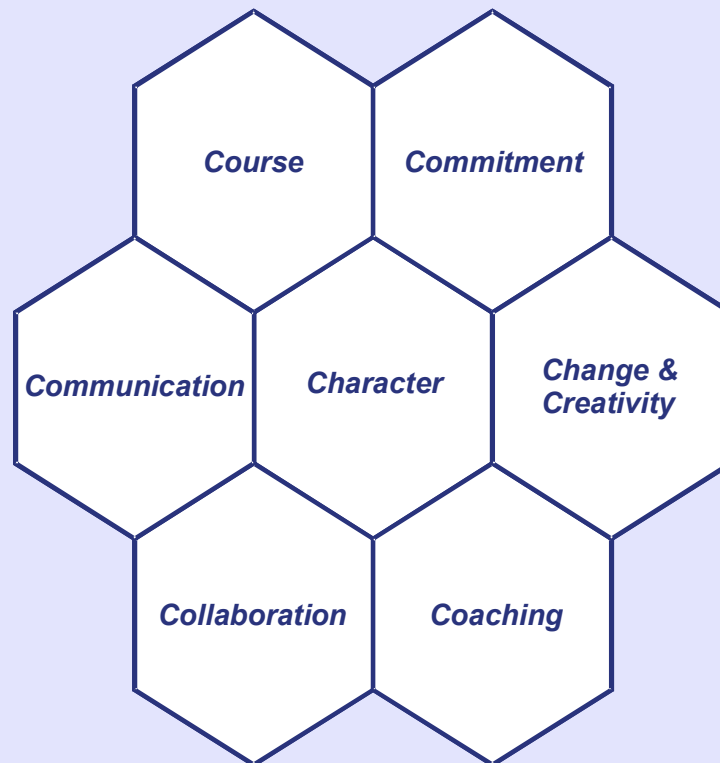


CRANE CONSULTING

PRESENTS

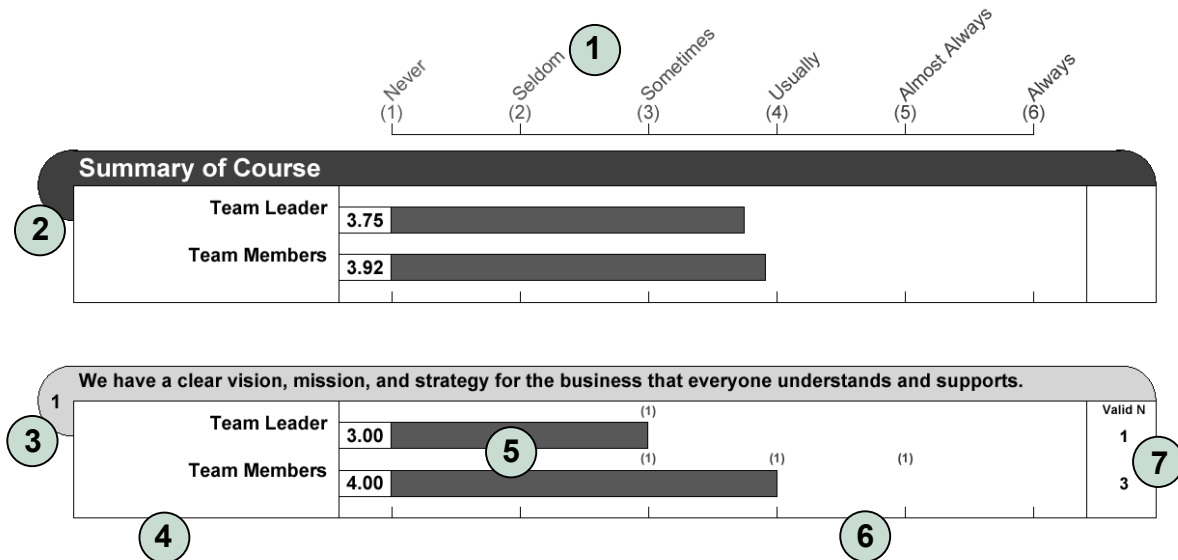
The 7 C's of High-Performing Teams

This model defines the “high-performance” paradigm and the strategic competencies necessary to create and sustain a competitive advantage.



***Sample Report
April 2002***

How to Read Your Report



- 1 **Scale** – In the above example, the response scale used is a 6-point scale ranging from “Never” to “Always.”
- 2 **Category Summary** – The top graph shows the category or factor results by rater group. The category summary is an average of the ratings from each rater group for all items included in that category or factor. In this example, the category “Course” is presented. The items following it are related to the category.
- 3 **Item Results** – This graph shows the results by rater group for a specific question or item. This item and other related items create a category or factor. In this example, item #1 is shown.
- 4 **Title Lines** – These lines show results by rater group.
- 5 **Mean Bar** – The bars show the mean (average) of the responses for each rater group. For example, the average from Team Members is 3.92 in the category “Course,” and 4.00 for item #1.
- 6 **Distribution** – The numbers in parenthesis above each mean bar reflect the distribution of scores provided by respondents in the particular rater group. In this example, 3 Team Members responded to the item. Of those, 1 rated the frequency of the team’s behavior as “Sometimes,” 1 as “Usually,” and 1 as “Almost Always.”
- 7 **Valid N** – This provides the number of raters in each group who responded to the item. In this example, 3 people who have been classified as Team Members responded to this question.

Category Summaries

Never (1) Seldom (2) Sometimes (3) Usually (4) Almost Always (5) Always (6)

Summary of Course

| | | | | | | | |
|--------------|------|--|--|--|--|--|--|
| Team Leader | 3.75 | | | | | | |
| Team Members | 3.92 | | | | | | |

Summary of Commitment

| | | | | | | | |
|--------------|------|--|--|--|--|--|--|
| Team Leader | 3.75 | | | | | | |
| Team Members | 3.25 | | | | | | |

Summary of Communications

| | | | | | | | |
|--------------|------|--|--|--|--|--|--|
| Team Leader | 3.25 | | | | | | |
| Team Members | 4.25 | | | | | | |

Summary of Character

| | | | | | | | |
|--------------|------|--|--|--|--|--|--|
| Team Leader | 3.75 | | | | | | |
| Team Members | 4.50 | | | | | | |

Summary of Change and Creativity

| | | | | | | | |
|--------------|------|--|--|--|--|--|--|
| Team Leader | 4.25 | | | | | | |
| Team Members | 3.92 | | | | | | |

Summary of Collaboration

| | | | | | | | |
|--------------|------|--|--|--|--|--|--|
| Team Leader | 3.25 | | | | | | |
| Team Members | 4.08 | | | | | | |

Summary of Coaching

| | | | | | | | |
|--------------|------|--|--|--|--|--|--|
| Team Leader | 4.75 | | | | | | |
| Team Members | 4.25 | | | | | | |

Course

Never (1) Seldom (2) Sometimes (3) Usually (4) Almost Always (5) Always (6)

Summary of Course

| | | |
|---------------------|-------------|-------|
| Team Leader | 3.75 | ----- |
| Team Members | 3.92 | ----- |

1 We have a clear vision, mission, and strategy for the business that everyone understands and supports.

| | | | | |
|----------|---------------------|-------------|--------------------|----------|
| 1 | Team Leader | 3.00 | ----- (1) | Valid N |
| | Team Members | 4.00 | ----- (1) (1) (1) | 1 |
| | | | | 3 |

2 Goals and objectives across the team are clear, specific, achievable, challenging, measureable, current, understood by all, and well-coordinated to minimize internal competition.

| | | | | |
|----------|---------------------|-------------|--------------------|----------|
| 2 | Team Leader | 4.00 | ----- (1) | Valid N |
| | Team Members | 3.67 | ----- (1) (1) (1) | 1 |
| | | | | 3 |

3 We have a clear sense of the priorities of the business and how they change over time.

| | | | | |
|----------|---------------------|-------------|--------------------|----------|
| 3 | Team Leader | 4.00 | ----- (1) | Valid N |
| | Team Members | 4.00 | ----- (1) (1) (1) | 1 |
| | | | | 3 |

4 Our performance reporting systems are effective at clearly indicating our success or failure at achieving our goals.

| | | | | |
|----------|---------------------|-------------|----------------|----------|
| 4 | Team Leader | 4.00 | ----- (1) | Valid N |
| | Team Members | 4.00 | ----- (1) (2) | 1 |
| | | | | 3 |

Course

Comments relating to Course: (If you provide a comment in reference to a particular question, please reference the item number.)

Team Leader

Comments go here.

Team Members

Comments go here.

Comments here.

Comments here.