

## Team Maturity & Performance Benchmark - SAMPLE

Level	Course	Commitment	Communications	Character	Change & Creativity	Cooperation
4	The team is informed and guided by a common purpose, defined ethos, and mutually agreed objectives. Course is jointly reviewed and corrected.	Committed to each others commitments. Clear roles, responsibilities, accountabilities and determination in the face of uncertainty.	Comms are consistent, timely, thorough, clear and focused. Nothing is stepped over, no surprises and information is flowing. Listening is as evident as speaking.	Leadership model the values and behaviours that set the tone and expectations for the all stakeholders. Actions match words. Resilience & unity in the face of adversity.	The Team is adaptive, risk supportive and agile. They get behind agreed change even when they have reservations. Ideas are welcomed, reviewed and implemented.	Win/win founded on mutual trust and faith drives decisions making. Horses heads are welcomed as a force for opportunity. People connect at a human level.
3	between	between	between	between	between	between
2	Understanding of the current position is sporadic. The Team direction can be vague.	Commitment to each others commitments can wobble when the pressure is on. Roles may be overlapping or confused.	Evidence of information gaps, delays in communication and mediocre meetings. Too much email and exchange of data versus human connection.	Leadership tend to dip in and out of modelling impeccable behaviour and creating a strong ethos. Sometimes, tough issues are avoided.	Change management is considered although the team can be inconsistent in implementation. Risk wary. Good ideas can be missed.	Protracted negotiations can take too much time and energy. Dancing around some difficult conversations 'We' is too easily usurped by 'I'.
1	between	between	between	between	between	between
	It's a rudderless ship. Team direction is unclear and objectives are uncertain.	Retreat into silos and self preservation rules when faced with decision making. Appetite and energy for mutual success is low. Responsibilities are confusing	Comms have broken down. Information is confused, late and scarce. Productive conversation is stifled and decisions self centred.	Leadership is absent. Blame and lack of responsibility creates inertia. Gossip and negativity kill relationships and opportunity.	Change is resisted and ideas greeted with apathy. Ideas that don't have full backing are sabotaged by inaction or negativity. Fully risk averse.	Suspicion and doubt replaces trust. Man marking and checkers checking exhaust energy and resources. Disagreement is unspoken. Superficial relationships.