Online Team Assessment FAQs

General Questions

What is the Online Team Assessment?

The Online Team Assessment is a fully automated, web-based tool that helps a team better understand its susceptibility to the model found in the book *The Five Dysfunctions of a Team*. It identifies a team's strengths and weaknesses, as well as those areas where team members have significantly differing perspectives. The detailed report offers specific recommendations for overcoming potential dysfunction and specific instructions for debriefing the results.

How does the Online Team Assessment differ from the one in the back of the book?

The Online Team Assessment is a much more rigorous tool than the 15-question Assessment provided in the Five Dysfunctions book. It provides a significantly richer analysis of the team and includes tips and advice for overcoming each dysfunction.

What is a license?

A license is our way of accounting for the number of participants on a team. By purchasing multiple licenses initially, a Company Administrator is able to take advantage of our volume discounts and then allocate the licenses to multiple teams as needed. In setting up a single team, a license is equivalent to the number of team members.

How much does it cost?

The Team Assessment costs $38.50 per license (per person on the team).

What information do I need before I purchase the Team Assessment?

Before you purchase the Team Assessment, you will need your contact information and your payment information. If you want to set-up a team immediately, you will also need the team's name, as well as e-mail addresses for every member of the team.

Do you accept purchase orders?

Yes. Please select the appropriate radio button and enter the approved PO number in the field provided on the purchase page. Someone from The Table Group will contact you to approve your purchase.

Do you offer volume discounts?

Yes. Our volume discount starts at 100 licenses and is as follows:

100-499: 20%

500-999: 25%

1000 and over: 30%

Why do I need to create a login ID before I can set-up a team?

In order to be able to track and make changes to the team you are setting up, you must have a unique user ID that allows you to access our system.

How will the e-mail addresses I enter be used?

The e-mail addresses you provide will only be used for the purposes of the Assessment. They will not be given to any party other than The Table Group.

Who can I contact if I am really lost?

Please contact us at The Table Group. You can e-mail us at assessments@tablegroup.com, or call us at 866-401-3895.

What are a Company Administrator, Main Contact and Team Participant?

A *Company Administrator* is the individual who sets up an account with us and has the ability to view, sort and manage all the teams set-up and administers through that particular account. The *Main Contact* is the individual who will receive updates as participants complete the Assessment, as well as the final report once the last person finishes the process. A *Team Participant* is one of the people identified as a member of the team.

What should I do if my login and password don't work?

First try the "Forgotten password" link on the Administrator Console Login page. If that does not work, e-mail us at assessments@tablegroup.com.

What should I do if I forgot my login and/or password?

First try the "Forgotten password" link on the Administrator Console Login page. If that does not work, e-mail us at assessments@tablegroup.com.

How quickly will I receive the Team Assessment Report?

The Team Assessment Report will be generated and e-mailed to the Main Contact immediately once the last person on the team finishes answering the Assessment questions.

How do I roll out the results to my team?

A recommended process is included in the e-mail that you receive with the Team Assessment Report.

Will the Main Contact and/or the Company Administrator be able to identify my responses?

No. Your responses are confidential and will not be available for others to see.

I deleted the e-mail message containing my unique Team Assessment URL?

You can also access the Assessment from our website (www.tablegroup.com). Choose Login function at the bottom of the page and enter your e-mail address. You will be prompted to select the Team Assessment and begin. You can also contact the person who set-up the team and ask them to send you a reminder e-mail.

Why is my link not working when I click on it directly from the e-mail?

Your link is unique. If for some reason, another person may have taken the Assessment using your link, then it will have been disabled. This happens when the link is forwarded to others. Another reason your link may not work is if it was truncated by your e-mail system. Try to cut and paste the entire link (even if it wraps lines) in the address bar in your browser. If that does not work, you can Login to your Assessment from our website using your e-mail address.

Why am I being denied access?

Your link is unique. If for some reason, another person may have taken the Assessment using your link, then it will have been disabled. This happens when the link is forwarded to others. Please contact your Main Contact or Company Administrator to help resolve that problem.

Assessment Questions

What does the report identify?

The Team Assessment Report identifies a team's strengths and weaknesses as compared to The Five Dysfunctions of a Team.

What type of scale is used? Frequency? Other?

The scale for our questions is from Never to Always.

How are the score tabulated? Average? Are they weighted?

The team member's scores are averaged to provide an overall snapshot for the team. The questions are all equally weighted.

How do we determine a high, average and low range?

Your Team Assessment Report will rate your team high, average or low against the dysfunctions. The numerical cut-off for the different rating are as follows: Low - less than 3.25; Average - 3.25 to 3.74; High - 3.75 and above.

How does the process work?

The Assessment process is a fully automated, web-based process. The Main Contact sets up the team and enters the e-mail addresses of every team member. They also have the ability to modify a standard e-mail each team member will receive. Once they hit "Submit," e-mails are automatically generated and sent to each team member with their unique link to the Assessment. Each team member then follows the link provided and answers the Assessment questions. Once the final person on the team completes the Assessment, the Team Assessment Report will be e-mailed as a PDF to the Main Contact.

How long does it take to answer all the statements on Assessment?

On average, answering the 38 Assessment statements takes between 5 and 7 minutes.

How long does the Assessment process take for a team?

The Assessment process only takes as long as it takes for all members of your team to answer our Assessment questions. Since our system generates the report automatically upon the last person submitting their answers, you will receive the report as quickly as possible.

Can I run my report early?

Yes, you can. Once 75% of the team members have completed the Assessment, you have the option to run the report at any time. You can do this either from the Administrator's Console when viewing the team, or you can do this from the update e-mails you receive upon completion of each team members' Assessment.

Getting Started (after the purchase)

How do I set-up a new team?

From the Home page within the Administrator's Console, you can select "Click here to set up team assessment" on the icon on the right of the page. Or, if you are on the **My Assessments** page, you can choose to set up an assessment at the prompt on the right.

What if I want to have an individual take the Assessment for their team?

To have an individual assess their team, choose to set up an individual assessment and enter that individual's e-mail address as the Main Contact. They will receive an e-mail notifying them to take the Assessment. Please note that the individual will be the only person that receives the final report, as we maintain the confidentiality of all responses.

How many licenses do I need for my team to take the Assessment?

You need as many licenses as you have participants on the team. For example, if there are 10 team members, you need to have at least 10 licenses in your account to initiate the Team Assessment.

How do I purchase more Licenses?

To purchase more Licenses, simply click "Purchase more" at the top right of the Home page within your Administrator's Console. You can also purchase more licenses from the My Licenses page.

What is the difference between HTML and text e-mails? Why should I choose one over the other?

HTML e-mails provide more advanced formatting and an easier method of highlighting the link team members need to follow for completing the Assessment. Text e-mails do not provide any formatting, just the content of the e-mail and the link. You should choose HMTL unless your company's e-mail system will filter multiple HTML e-mails received at the same time as spam. Using HTML allows you to better track as individuals receive and view the message.

In Process

Once you have initiated a Team Assessment, there are a number of functions that become available to you. You can access all of these functions through the Administrator's Console.

How do I add a new team member to my team?

1. Purchase an additional license if you do not have any remaining licenses.

2. Choose the team you wish to modify on the My Assessments page.

3. After selecting the team, scroll down to the Team Roster section near the bottom of the page.

4. From the "What Would You Like to Do?" drop-down menu, choose "Add a Team Member", and click on the "Next" button.

5. Enter the e-mail address of the new Team Member in the field provided and click on the "Submit" button. An additional license will be deducted from your account. If you do not have enough licenses, you will be prompted to purchase additional ones.

6. An e-mail containing your original custom e-mail message will be sent to the Team Member you just added.

How do I delete a team member?

1. Choose the team you wish to modify on the My Assessments page.

2. After selecting the team, scroll down to the Team Roster section near the bottom of the page.

3. Check the box next to the Team Member you wish to delete.

4. From the "What Would You Like to Do?" drop-down menu, choose "Delete Selected Team Member(s)", and click on the "Next" button.

5. You will be prompted to confirm the Team Member you will be deleting. Select "OK" if you choose to delete him/her.

If you wish to delete a Team Member who has already completed the Assessment, please contact us by e-mail at assessments@tablegroup.com for assistance.

How do I change an incorrect e-mail address?

1. Choose the team you wish to modify on the My Assessments page.

2. After selecting the team, scroll down to the Team Roster section near the bottom of the page.

3. Check the box next to the Team Member whose e-mail address you wish to change.

4. From the "What Would You Like to Do?" drop-down menu, choose "Change E-mail Address for Selected Team Member", and click on the "Next" button.

5. Enter the correct e-mail address in the field provided and click on the "Submit" button.

6. An e-mail containing your original custom e-mail message will be sent to the e-mail address you

just entered.

How do I send e-mail reminders to team members who have not completed their Assessments?

If you are the Main Contact, and are receiving updates on the Team Assessment, you can simply click the "Send Reminders" button in the most recent e-mail update you received.

You can also send reminders directly from the Administrator's Console:

1. Choose the team you wish to send reminders on the My Assessments page.

2. After selecting the team, scroll down to the Team Roster section near the bottom of the page.

3. From the "What Would You Like to Do?" drop-down menu, choose "Send Team Assessment Reminders", and click on the "Next" button.

4. Assessment reminders will be automatically sent to those Team Members who have yet to complete the Assessment.

How do I send an initial Team Assessment e-mail to selected team members?

1. Choose the team you wish to send an Initial Team Assessment E-mails to on the My Assessments page.

2. After selecting the team, scroll down to the Team Roster section near the bottom of the page.

3. Check the box next to the Team Member(s) to whom you'd like to send an Initial Team Assessment E-mail.

4. From the "What Would You Like to Do?" drop-down menu, choose "Send Initial Team Assessment E-mail to Selected Team Member(s)", and click on the "Next" button.

5. An e-mail containing your original custom e-mail message will be sent to Team Member(s) you selected.

How do I send responses to selected team members?

1. Choose the appropriate team on the My Assessments page.

2. After selecting the team, scroll to the Team Roster section near the bottom of the page.

3. Check the box next to the Team Member(s) to whom you'd like to send a response.

4. From the "What Would You Like to Do?" drop-down menu, choose "Send Responses to the Selected Team Member(s)", and click on the "Next" button.

5. The Team Members you selected will receive e-mails containing their individual responses to the Team Assessment.

Our team has not received the initial e-mails for the Assessment. What should I do?

Double-check the My Assessments page to ensure the team set-up is complete. If it is, please verify that the e-mail addresses in the Team Roster section at the bottom of the team page are accurate. If they are, the e-mails are most likely being filtered as spam by your e-mail server.

The Assessment e-mails are being flagged as spam. How can team members access the Assessment?

Ask your Team Members to go to the Table Group website at www.tablegroup.com, and click on the "Login" link at the bottom of the page. On the resulting page, instruct each Team Member to enter his/her e-mail address in the "Take Your Team Assessment" field. Team Members will then be prompted through the Assessment process.

Can I run the Assessment report without everyone's input?

Yes, you can. Once 75% of the Team Members have submitted their responses, you can end the Assessment and receive the report. Choose the team on the My Assessments page. In the Team Actions box in the upper right-hand corner, choose "End This Assessment and Send Team Report" from the drop-down menu. Any unused licenses will be returned to your account and the Main Contact will receive a copy of the Team Assessment Report. The links for the Team Members who did not complete the Assessment will be inactivated.

After the Team Assessment Is Complete

I have a new team member whom I'd like to add to the Assessment, but I've already run my report. How can I do that?

Unfortunately, you can't. Once the Team Assessment has ended and the report has been generated, you cannot add additional Team Members. In fact, adding a new Team Member changes the dynamics of a team and may affect Team Members' perceptions. To get a complete and accurate picture of the new dynamics of the team, it would be necessary to have the whole team (with the new member) take the Assessment again.

If my team has taken the Assessment earlier, how can we compare our current performance to the past results?

For teams that want to gauge their progress over time, a Team Assessment Comparison Report is available. The Comparison Report graphically compares how a team's performance changed over time and highlights strongest areas, weakest areas, areas of greatest improvement and areas of greatest decline.

First you must have the necessary licenses to conduct the Assessment. The Assessment licenses can be purchased in our store. Next, from your Administrator's Console, find the team you wish to retest on the "My Assessments" page. Select the "retest this team" link and proceed through the setup process. During the setup process you will have the ability to add or delete team members. The new Team Assessment Report will come with a complimentary Comparison Report that indicates your progress as a team and gives a side-by-side snapshot of your past two Team Assessment Reports.

My team has finished the Team Assessment, but our Main Contact has not received the report. How do we generate the report?

Choose the team on the My Assessments page. In the "Team Actions" box in the upper right-hand corner of the page, choose "Send Team Assessment Report to Main Contact" from the drop-down menu. You can also choose "View Team Assessment Report" and save the PDF that opens.