



The Work Flow Process Model and Teams

Whether they are project teams, intact work teams, self-managed work teams, problem-solving teams, employee involvement teams or functional teams, the Work Flow Process Model will keep them focused on their mission, largely who their customers are, and will help them strive forward in an environment of continuous improvement.

The **Team Effectiveness Profile (TEP)** is an 87-item, multi-rater inventory that measures the overall effectiveness of the team. The TEP can be completed by team members, team leaders, the team coach, key stakeholders and customers.

Based on over 20 years of studying teams, team member interaction, team dynamics and team growth, the TEP is specifically designed to help organizations increase productivity and decrease non-valued-added activities.



The Work Flow Process Model

The Team Effectiveness Profile (TEP) measures both **present behavior** and **expected behavior** of the team, based upon the expectations of the individuals and groups rating the given team. The TEP measures team behavior in 15 critical areas:

- I. Clarity of Purpose
 - Goals
 - Communication
- II. Planning & Problem Avoidance
 - Planning
 - Involvement
 - Innovation/Risk
 - Decision Making
- III. Task Accomplishment
 - Values
 - Competence
 - Motivation
 - Quality/Continuous Improvement
- IV. Feedback
 - Feedback
- V. Exercising Control
 - Control
 - Delegation
- VI. Individual & Team Relationships
 - Linking
 - Teamwork

The TEP Feedback Report contains narratives to explain the results and action steps, color coding of information, and several summary sections.

The four main sections of the TEP Report are:

- Top Strengths & Improvement Areas
- Summary By Categories
- Item Analysis
- Highest Priority Issues

Below are examples of the Item Analysis for Goals and the Highest Priority Issues.

The image displays two side-by-side screenshots from a TEP report. The left screenshot is titled 'Item Analysis' and shows a table with columns for 'Item', 'Score', 'Target', and 'Status'. The right screenshot is titled 'Highest Priority Issues' and shows a list of numbered items with corresponding scores and status indicators.

The TEP is supported by the **High Performing Teams Action Planning Workbook** (see employee development workbooks). The workbook assists teams work through issues and establish an action plan for high performance.