

Team *Emotional & Social* Intelligence

**Frequently
Asked Questions**

TESI® Short

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What is this assessment package designed to achieve?

This program is designed to enable team members and their leaders to systematically evaluate their team performance and understand the seven critical behaviors that are requisite for building high-performance teams. At the end of the workshop, team members will select one or two goals for improving their skills.

What skills or knowledge does the program cover?

Effective teamwork requires individual and group strength in seven different areas of emotional and social intelligence. The TESI assessment enables teams to measure their effectiveness in the competencies of Team Identity, Motivation, Emotional Awareness, Communication, Conflict Resolution, Stress Tolerance, and Positive Mood. In order to apply this knowledge, the team members must understand what these competencies refer to and why they are effective, and each commit to grow one or two skills that will strategically support the team's success.

What individual components does the program include?

This program consists of three specific components. The first and most central is the pen-and-paper assessment, the Team Emotional and Social Intelligence Survey™ Short or TESI® Short. In addition to this twenty-one-question inventory, there is a Facilitator's Guide and a Participant Workbook. The Facilitator's Guide will assist managers, team leaders, and HR professionals in correctly administering and interpreting the assessment and in providing a one-day or half-day workshop to review the seven behaviors for team success. The Facilitator's Guide includes a carefully developed agenda and supporting PowerPoint slides on the accompanying CD. The Participant Workbook serves as an instructional text that will guide participants through the one-day or half-day workshop conducted by the facilitator leading this team development initiative.

What components do I have to purchase to begin?

In order to start you need to purchase a Facilitator's Guide for the individual who will be conducting the workshop and one Participant Workbook and TESI Assessment per team member.

Who is the assessment package designed for?

This assessment package is designed for HR and OD leaders who wish to ensure their teams are functioning at a sufficiently high level of collaboration to be productive, as well as those who seek to help them achieve their optimal capacity. It can be highly useful to a team leader who has the facilitation skills to deliver such a workshop on behalf of his or her team and all its members.

How long does the program take to complete?

This assessment package can be administered and the basic developmental opportunities explored in the course of a full-day or half-day training session.

How much preparation time will it take to facilitate?

Depending on the skill level of the facilitator, it will probably take between two and four hours to familiarize oneself with the script, exercises, and the PowerPoint

presentation. The facilitator may also wish to do some additional background reading from the Resources list in the Facilitator's Guide.

Do I need any special skills to facilitate the program?

Anyone who has worked with teams on developing the team's communication skills should find this to be familiar territory, especially if the person has also administered and/or interpreted assessments. It will be important to make sure that you're able to engage and motivate a class and draw out discussion on topics that may involve diverse attitudes and values.

What's unique or different about this program or its approach?

The TESI® is the only assessment we know of that undertakes to directly measure a team's emotional and social intelligence and interpret it to the team members through learning experiences that are specifically designed to help them improve their performance.

What is the assessment designed to measure?

The TESI® is designed to measure how well individual team members experience the group functioning in these seven critical competencies: Team Identity, Motivation, Emotional Awareness, Communication, Conflict Resolution, Stress Tolerance, and Positive Mood. The assessment is like a team 360, revealing to team members how competently the team is performing, based on the team members' views. It is a 360-degree view because each team member answers the assessment based on his or her view of the entire team's performance.

How many and what type of questions are in the assessment?

There are twenty-one questions on the TESI® Short assessment, which utilizes a 5-point Likert scale to allow participants to rate the team in all seven skill sets.

How is the assessment scored?

The assessment is scored manually by the participants, with all the necessary recording and graphing grids provided within the assessment itself.

How are the reports presented, and what do they reveal?

Each individual graphs his or her own report so all team members have visuals of how they scored the team. Then each person graphs the team results when the scores for the seven scales are reported by the facilitator. The respondent can then compare his or her score with the team results.

How has the assessment been verified and tested?

Design and development of the assessment began in 2006 and the data gathered has been reviewed and analyzed by a variety of professionals throughout the process, including two Ph.D.-level psychometrists. Additional verification and testing are currently ongoing.

ABOUT THE AUTHORS

Marcia Hughes and James Terrell have been working with teams and teams in conflict for more than fifteen years. Marcia's background as an environmental attorney working in natural resource law gave her extensive expertise in dealing with large and complex processes that require cross-disciplinary cooperation. She saw first-hand how the failure to develop a strong team identity often compromised the communication process and resulted in a great deal of unnecessary conflict.

James worked for many years as a psychotherapist in private practice, where he helped clients resolve a wide range of personal and interpersonal conflicts, including divorce and child custody matters. The expertise he developed in high-conflict and one-on-one communication served as the foundation on which he built his executive coaching business.

Together they have developed an instrument that measures how well team members assess their team is performing the critical skills necessary for success in the areas of interpersonal communication, project planning, and execution. They have utilized it in team development work with a global medical supply manufacturer; federal agencies serving many functions including financial, food safety, and intelligence; state, county, and local governments; international financial companies; and others. The results have been impressive. For example, in one situation a newly formed team of people who had worked in competition with each other for years "gelled" shortly after completing the instrument and showed marked progress in all seven competencies at the end of six months (shown by completing the TESI® again).

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