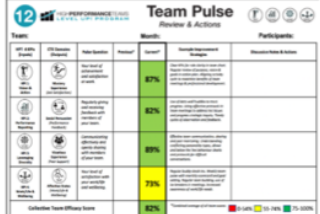



Team Pulse Process Health Check Tip Sheet



1 Debrief / Month



STEP 1
REVIEW

Review team scorecard and identify priority areas

STEP 2 (3min)
DISCUSS

Pairs/Triads: Discuss team actions for the next month (use prompt cards/ video below)

STEP 3 (5min)
COMMIT

Share ideas with team and commit to one or more team actions for month ahead

Item	Problem/s	Suggested Solution/s	
General - Onboarding	Unsure how to explain the Team Pulse process to new members or those who are still unclear	<ul style="list-style-type: none"> See the 1 page PDF Team Pulse Onboarding Quickstart at www.teampulseprograms.com/implementation-fact-sheet. Make use of the onboarding videos that are linked within the PDF explaining both the logic and process of Team Pulse 	<input type="checkbox"/>
	Adding New Members	Unsure how to add new team members to Pulse	<ul style="list-style-type: none"> Adding new team members is easy! Be sure to refer to 'Team Pulse Training Video #1 - Accessing Your Organisation Record: Updating Team & Employee Lists' on the HPT Level Up YouTube Channel
Answering Survey Q's	Staff part of multiple teams unsure 'which team' they are answering the survey for	<ul style="list-style-type: none"> Remind staff that when answering the survey questions it's best to answer globally, taking into account all teams that they belong to. Reassure staff that responses will be attributed to all teams that they belong to and encourage them to take part in Pulse Debrief Conversations for the various teams that they belong to 	<input type="checkbox"/>
Pulse Debrief - Conversation - Data	Staff debating accuracy of the data	<ul style="list-style-type: none"> Remind staff that the data is based on subjective opinion and its purpose is to simply prompt a what's next conversation Hold a "Team Pulse Benchmarking Conversation" so that staff can better understand what pulse scores mean in their team's context 	<input type="checkbox"/>
Pulse Debrief - Conversation - Next Steps	No clear next step identified or staff wanting management to 'fix XYZ'	<ul style="list-style-type: none"> Remind staff to stick to the 3 Step Debrief process exactly – resulting in the selection of a Team Booster Activity or in the team developing their own 'next step'. Ensure a moderator is assigned to help the team stick to the process. Remind staff that the most productive actions that a team can take as a result of the pulse are those within their own control 	<input type="checkbox"/>
Pulse Debrief - Conversation - Involvement	Not all team members can attend due to shift work	<ul style="list-style-type: none"> Option 1 – Run multiple Pulse Debrief Conversations with smaller sub-teams, being sure to pass live notes to all members not in attendance. Option 2 – Assign a sub-team to select monthly team booster for whole group (rotate this responsibility monthly) 	<input type="checkbox"/>
Team Boosters - Participation	Some members of the team do not engage in boosters	<ul style="list-style-type: none"> Allow hesitant team members to select the Team Booster that the team will complete. Alternately encourage the team to come up with their own action in place of the Team Booster 	<input type="checkbox"/>
Team Boosters - Time	Lack of time to complete Team Boosters during Team Meeting	<ul style="list-style-type: none"> During team meetings focus on Pulse Scorecard Debrief Conversation. Schedule the completion of a Team Booster at an alternate time (e.g., during the Team Huddle). 	<input type="checkbox"/>