

ROUTINES DIAGNOSTIC

Instructions:

Consider each of the aspects of Routines below. How effective are each of these things in your team right now?

- 1= Poor (people are unclear what to do, what to use, how it works)
- 2= OK (some people are clear but there’s an inconsistent approach to this)
- 3= Good (most people are clear but one or two do things differently)
- 4= Excellent (everyone in the team is clear and everyone does this consistently)

Tools (e.g. software, hardware)

Processes

Meetings (e.g. 1-2-1s, team meetings)

Making decisions (e.g. who makes what decision, when)

Communicating (e.g. how the team stays in touch with each other and keeps each other informed including email)

Escalations (what to do when things go wrong)

Planning and adjusting work

Managing individual and team performance

Sharing learning and best practices

Engaging externally (e.g. customers, suppliers, partners)

Total score:

Interpreting your score:

| | |
|-----|---|
| 35+ | You’ve nailed routines in your team! |
| 30+ | Pretty good, work with the team to improve the few gaps |
| 21+ | Needs some work |
| <21 | Not great at all, you’ve got work to do |

COACHING

What insights does this give you about routines in your team?

What actions will you take?