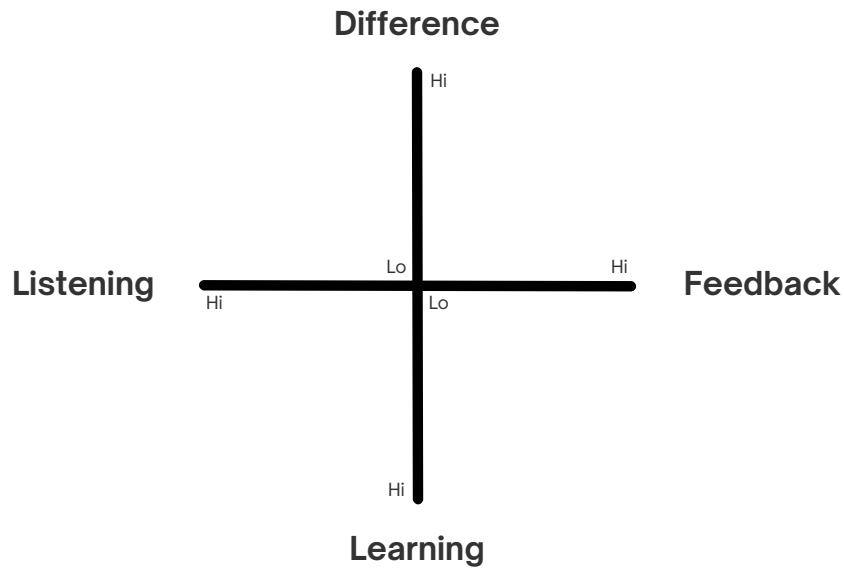


Diagnosing Team Capacity for Innovation

Continuous improvement is fueled by the team's collective ability to jointly solve problems, share feedback, and drive improvement together. This diagnostic tool can be used when forming new teams or as a "check-up" to support healthy team functioning.



Difference	Difference in identities, beliefs, experiences
Listening	Extent of receptivity & consideration of others' ideas & new information
Feedback	Extent to which ideas are readily shared & made available
Learning	Extent to which the team evaluates how underlying assumptions drive behavior

- Directions**
1. Individually, **ask each team member to assess** the team on the 4 dimensions above (difference, listening, feedback, and learning).
 2. **Plot individual responses** on chart paper to visualize everyone's assessments as a whole.
 3. **Discuss the findings.** What's surprising? Not surprising at all? Where possible, come to a consensus on a rating.
 4. **Discuss the implications** of these findings. Determine which dimensions need attention.
 5. **Identify 1-2 first steps** the group can take immediately.

Diagnosing Team Capacity for Innovation

Difference	Feedback	Listening	Learning	What's Might Be Going On
L	H	H	H	<p>Echo Chamber</p> <p>The team may find it's easy to reach solutions and take action, but your solutions may not reflect reality. Discover perspectives that differ from your own.</p>
H	H/L	H	L	<p>Spinning Wheels</p> <p>You have great conversations, but the solutions you develop don't seem to fix the problems. Create space for group learning.</p>
H	H/L	L	L	<p>Untapped Value</p> <p>Without listening and learning, valuable ideas and information are being left out.</p>
H/L	H	L	L	<p>Squeaky Wheels</p> <p>Only the loudest voices inform decision-making. Draw attention to this dynamic with the whole group and assess the risks/benefits to continuing this way.</p>
H	L	L	L	<p>Walking on Eggshells</p> <p>Team members may not feel comfortable sharing their ideas freely. Focus on building psychological safety.</p>
L	L	L	L	<p>Square One</p> <p>Bad news: this team is unlikely accomplishing very much. Good news: nowhere to go but up!</p>
H	H	H	H	<p>All-Stars</p> <p>This team can likely problem solve multiple, varying challenges successfully, and navigate conflict productively.</p>