TEAM PULSE FAQ

SECTION 1. PULSE SYSTEM IN GENERAL

1.1 Working In Multiple Teams
Q: I'm a member of multiple teams, how should I answer the survey questions, and subsequently participate in pulse result discussions?...
A: We find that it's best to answer the questions in relation to your overall experience at work during the past week (taking into account all teams that you worked with).
If you are a member of multiple teams, just as your individual work performance contributes to the overall performance of each team that you belong to, your individual pulse results will contribute to the overall pulse results of each team you belong to.

1.2 Confidentiality
Q: Are my Pulse Survey responses confidential?
A: Yes - Your information is confidential. Your individual survey responses will never be sent to your employer. Only aggregate survey data is reported on a monthly basis via Team Scorecards. It is not possible to identify an individual from the aggregate data provided within the Team Scorecards. Where less than 5 members participate in the pulse we list "<5" in participants to protect the identity of those who provided input.

1.3 Weekly Frequency of Pulse
Q: Why do we have to complete the same survey each week?
A: Completing the survey weekly provides two main benefits 1) allowing individuals to stop and check in with themselves at least once a week, and 2)providing a better picture of overall team health over an entire month's reporting period.

1.4 Unable to find Pulse Email
Q: I haven't received the Pulse survey emails what should I do?
A: In the first instance please check your email "junk folder". If the Pulse Survey is there, please adjust your email settings to mark these emails as not junk (if need be please consult your IT department or your email application provider for further instruction). If you still can't see the Survey email contact your organisation representative (or us at pulseprograms@hptschools.com) so that we can ensure that we have your correct details.

1.5 Survey Link Not Working
Q: What do we do if we have technical issues?"
Please use your mobile device or if using a laptop or desktop use web browsers such a Google Chrome or Mozilla Firefox. Please also check that your organisation has whitelisted/ Team Pulse to use with your IT systems.

SECTION 2. SCORECARDS & TEAM CONVERSATIONS

2.1 Scorecard Data
Q: Are the percentages collated on individual's responses over a month, or just the total number of responses?
A: Responses on the monthly scorecard are the average of the all response provided by all team members over the 30 days prior. Thus if only some members have completed only some of the weeks that will be the data source for the scorecard. The more everyone does it every week the more accurate the end-of-month snapshot will be.

2.2 Report Distribution
Q: Who receives the Monthly Team Pulse Reports?"
A: Monthly Team Pulse Scorecards & The Executive Summary Report are sent to a representative within your organization who then distribute to applicable leaders & teams. Please ask your team leader about the Pulse Report recipients.

2.3 Team Debrief Protocol
Q: "During Debrief why do we break out into pairs and triads, can't we just debrief as a whole group straight away?"
Debriefing in pairs and triads before summarising as a whole group ensures that individual team members have the time and psychological safety to contribute. Increased opportunity to contribute leads to increased ownership of forward team actions.

2.4 Team Data Collection
Q: Are the percentages collated on individual's responses over a month, or just the total number of responses?
A: Responses on the monthly scorecard are the average of the all response provided by all team members over the 30 days prior. Thus if only some members have completed only some of the weeks that will be the data source for the scorecard. The more everyone does it every week the more accurate the end-of-month snapshot will be.

2.5 Team Data: Clarifying 'Participant' Area
Q: If participants is 7, does that mean there were 7 responses for the month or that at some stage during the month, 7 different people have responded?
A: if 7 is the total number on the scorecard it means 7 unique persons have completed have completed at least once. Where there are less than 5 respondents during the reporting period the scorecard will show "<5" to protect the confidentiality of individual participants.

SECTION 1. PULSE SYSTEM IN GENERAL

1.6 Graphics/ Images Not Loading

Q: I can't see the graphics/ images and there are boxes with "?" in my email or survey...

A: Please try clearing your browser cache a couple of times. Press CTRL+F5 a few times if you don't see any changes.

1.7 Team Pulse Change Management

Q: "What types of opportunities and challenges have others faced in the program?"

- *Opportunities* – "*What gets measured gets managed*". In our experience we have found that freely and openly discussing monthly trend reports with all staff members empowers teams to become responsible for maximising their own wellbeing and performance.

- *Challenges* – It is common for people to initially reject things that are new, even if the new thing will result in positive outcomes for them. Reducing uncertainty is crucial when introducing anything new, including the roll out of the Team Pulse System. Providing staff with 1) reassurance about confidentiality, 2) detailed program briefings, and 3) ensuring teams receive training in Pulse Debrief Process and stick to the process are vital to ensuring program success.

1.8 New Team Members/ Updating Lists

Q: How do I update who receives the pulse to account for changes in team membership?"

A: Your organisational representative can update team lists to add and remove staff. Please contact them with the updates you require or contact us at pulseprograms@hptschools.com

1.9 Why am I getting Pulse Emails?

Q: Why am I getting these emails?

A: You are receiving this email as a staff member at XXXX Organisation, who have implemented the Team Pulse program as a staff support strategy. Onboarding sessions and supporting videos and factsheets were distributed by the organisation, however we are happy to send these directly to you. Completing the survey is voluntary with team level results sent back to each team monthly to help staff boost team health. Your organisational representative on the project is YYYYY, who I have cc'd above.

SECTION 2. SCORECARDS & TEAM CONVERSATIONS

2.6 Team Data & Non Responders

Q: If people don't respond, does that equal a 0 and pull the data down?

A: If people don't respond it is not recorded as zero but rather not included in result so final average at end of month is only based on inputted data.

If the group feels it is lower than they thought it may well be that someone is actually not travelling as well as they appear but not willing to disclose directly - we encourage groups not to probe each person (which often ends up doing more harm them good) but rather accept the result with openness to try to find relevant ways to support at the 'team level' for the month ahead.

2.7 Comparing Our Team with Wider Trends

Q: How does our organisation/ team compare to others

A: Within you organisation team x team executive summary report is provide to your leaders. For comparisons with wider Australian Workforce Trends and Insights are updated regularly and available on the website: www.teampulseprograms.com