

Assess your ways of working



Any questions?

Get in touch to learn more

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Who should use this tool?

As a leader, you can use this tool for introspection to assess your current ways of working against your desired future state. Though it's designed with leaders in mind, it can be employed collectively with your team, encouraging broader engagement and deeper insights.

How to use this tool

Each page represents one of the six key components we deploy in our collaborations with clients when assessing their 'current state'. The below diagram details how to use each column to conduct a reflective exercise and deep dive into your ways of working.

Questions to consider

These questions are intended to stimulate your thinking and help the team reflect deeply on its current ways of working. Use them as a guide to help uncover gaps between the desired state and the current state.

Your/team's reflections

Describe the optimal ways of working for the team. Imagine a scenario where everything runs efficiently and effectively - what does that look like? This sets the vision for your team's ideal work environment and practices.

Provide an honest assessment of your team's present ways of working. Describe the practices, habits, tools, and communication methods currently in place. Be candid about what's working and what's not, keeping in mind the vision you outlined in the "Desired State".

Click here for **inspiration**
to spark your reflection

Stories to bring this canvas to life

We've provided examples, drawn from various business sectors, that detail how challenges were navigated by reassessing and refining operational methods within the canvas framework's six components.



1 Collaboration between teams

To fill out

Questions

- What issues have surfaced in your team interactions over the past few months? What challenges or obstacles might have caused this?
- Do you have a clear understanding of each other's roles and responsibilities and of what you should expect from each other?
- Do you understand how to support each other's ideal conditions for getting their best work done?
- Is it clear how your work should be prioritised?

Your reflections as a team

How do we currently collaborate in/between our teams?

Where are there opportunities for improvement?

What practical changes can we make?

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Your reflections as a team

How do we currently collaborate in/between our teams?

We don't know each other well

We don't know how each other like to work, leading to meeting clashes with personal commitments

We don't know what is expected which causes tension

Where are there opportunities for improvement?

Expectations need to be clearly outlined and communicated

We need to understand what work should be prioritised

We need to get to know each other better so that we can discuss when and how they work best

What practical changes can we make?

Define and set up guardrails to assist your team with deadlines and help people self-promise

Set up working better together sessions where teams can discuss how they work best

Explore use of collaborative online tools to enable better connectivity amongst people - not just task focussed

Set up clear communication lines and team charters where appropriate of what they need from all of their stakeholders

Develop prioritisation framework and encourage priority flagging of emails

Leader to take a role in oversight of work and direct prioritisation.

2 Decision-making

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Your reflections as a team

How do we currently collaborate in/between our teams?

Set up clear communication lines and team charters where appropriate of what they need from all of their stakeholders

We are consulted on decision that will affect us

Where are there opportunities for improvement?

Involving team members more actively in the decision-making process, fostering a culture of collaborative problem-solving

What practical changes can we make?

Introduce regular team discussions to gather team perspectives before making important decisions

Create a shared platform where we can propose ideas and provide feedback (using a tech product to keep us aligned)

Create a visible and actionable work flow with clarity on who has final sign off to assign clear responsibilities and deadlines

3 Driving the right behaviours

To fill out

Questions

- What are the challenges stopping you from making decisions more effectively?
- How well are leadership decisions communicated and followed through?
- Is it clear who is accountable for making the decisions and who should contribute vs who should be informed?
- How transparent is the decision-making process? Do you understand the rationale behind decisions?

Your reflections as a team

*How do we currently collaborate in/between our teams?**Where are there opportunities for improvement?**What practical changes can we make?*

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Your reflections as a team

How do we currently collaborate in/between our teams?

We have regular check-ins which review performance

There might be moments of limited communication outside team meetings. We can sometimes feel siloed

There is a strong sense of collaboration during regular team meetings

Behaviours that are recognized and valued include proactive initiative-taking, adaptability to change, and respectful communication

Where are there opportunities for improvement?

Create a more open and inclusive environment where everyone's input is valued

We need to understand what work should be prioritised

Incentives tend to focus on individual performance metrics, which might not fully encourage collaborative behaviours

What practical changes can we make?

Introduce behaviour reviews into our check-ins

Set aside time for brief check-ins or informal chats

Leadership to model a blame-free environment to encourage team members to share concerns and ideas

Hold leaders/team managers accountable for exhibiting the right behaviours, via scorecards

Introduce behavioural prompts, such as office mini challenges or value-reinforcing messages to display at key areas of the office (e.g. the coffee machine)

4 Work visibility & allocation

To fill out

Questions

- How do you prioritise and resource work?
- Are work assignments clearly communicated, and do team members understand their responsibilities?
- Are there instances of workload imbalances or bottlenecks within the team?
- Are you empowered to raise concerns about workload or work allocation?

Your reflections as a team

How do we currently collaborate in/between our teams?

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Your reflections as a team

How do we currently collaborate in/between our teams?

Assignments are sometimes unclear

There are sometimes delays in work because of people's workload which has a knock on effect

We are sometimes uncertain about who is responsible for certain tasks which leads to duplication of work and tension in the team

Where are there opportunities for improvement?

Streamline communication and enhance transparency in work allocation

Empower team members to openly discuss workload concerns

What practical changes can we make?

Create a RACI model (responsible, accountable, consulted, and informed) for large projects

Implement a team task tracker so we can clearly see who is responsible for which tasks

Introduce a project management tool to make work allocations and assignments clearer through the use of detailed task descriptions and timelines.

5 Learning & adapting

To fill out

Questions

- How do you create space to reflect and learn, at team and organisational levels?
- How well do you give and receive feedback?
- How does the team handle failures or setbacks, and what steps are taken to learn from them?
- Are there instances where the team has successfully adapted to new challenges or circumstances?

Your reflections as a team

How do we currently collaborate in/between our teams?

Where are there opportunities for improvement?

What practical changes can we make?

5 Learning & adapting

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- How does the team handle failures or setbacks, and what steps are taken to learn from them?
- Are there instances where the team has successfully adapted to new challenges or circumstances?

Your reflections as a team

How do we currently collaborate in/between our teams?

We have occasional training sessions

We don't learn from each others mistakes or challenges

Where are there opportunities for improvement?

Creating a more structured and continuous learning environment

Embracing failures or setbacks as learning opportunities

What practical changes can we make?

Dedicating a portion of team meetings to share lessons learned and insights gained from recent projects

Holding post-project round learning from experience discussions to identify what went wrong, why, and how we can prevent similar occurrences in the future

6 Wellbeing & team health

To fill out

Questions

- How would you describe the overall morale and energy levels within the team?
- How do you track and respond to team health and well-being?
- What measures are in place to support well-being and to identify and address signs of burnout or stress?
- What resources available to support mental and emotional health?

Your reflections as a team

How do we currently collaborate in/between our teams?

Where are there opportunities for improvement?

What practical changes can we make?

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Your reflections as a team

How do we currently collaborate in/between our teams?

We have flexible work arrangements

We are passive in our wellbeing approach

Where are there opportunities for improvement?

We should be actively monitoring and enhancing team well-being

Team leaders should take a more proactive role in creating an environment where well-being is a top priority

What practical changes can we make?

Implement regular pulse surveys or check-ins during team meetings

Establishing dedicated channels for team members to express concerns or seek support

Implement wellness programs that offer resources, such as stress management workshops, access to counselling services, or mindfulness sessions

Setting clear expectations for workload and encouraging open conversations about individual capacity and work-life balance

Assess your ways of working

Stories to bring this tool to life

Below are examples, drawn from various business sectors, detailing how challenges were navigated by reassessing and refining operational methods within the canvas framework's six components.

Collaboration between teams

Symptoms	Effect	Remedy	Outcomes
In a recruitment company, the Research Team (Team A) frequently faced communication barriers and misunderstandings with the Client Relations Team (Team B).	This led to delays in presenting candidates, leading to extra rework and misaligned profiles.	The company set clear job expectations, standardised candidate-sharing protocols, and initiated regular team coordination meetings.	These changes improved candidate matching speed, reduced rework, and boosted both teamwork and client satisfaction.

Decision-making

Symptoms	Effect	Remedy	Outcomes
A leading retail brand implemented a centralised approach to resourcing projects. This form of decision making lacked insight into specific team needs and dynamics.	Employees felt detached from decisions impacting their tasks, resulting in a sense of disempowerment and decreased productivity.	The retailer adjusted by involving employees in resource allocation decisions, aiming to restore their sense of ownership.	This inclusive approach revitalised engagement and morale, fostering a more united and collaborative work environment.

Driving the right behaviours

Symptoms	Effect	Remedy	Outcomes
A multi-national tech firm restructured its teams, assigning customers by industry instead of region.	This shift unintentionally fostered unhealthy competition and organisational silos, disrupting team synergy.	The company prioritised cross-team collaboration and revised incentives to reward both individual and group successes.	These adjustments enhanced collaboration, stimulated innovation, and strengthened the company's internal culture.

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Work visibility & allocation

Symptoms	Effect	Remedy	Outcomes
In a manufacturing firm, departments struggled to coordinate and decide effectively, as they lacked insight into each other's activities.	This led to regular project delays, clashes in resource allocation, and general operational inefficiencies.	A digital project management platform was introduced, offering real-time insights into each department's progress, enabling better resource allocation and dependency tracking.	This enhanced coordination, highlighted challenges sooner, adapted resource allocation as needed, and led to notable gains in productivity and operational efficiency.

Learning & adapting

Symptoms	Effect	Remedy	Outcomes
In a tech startup, there was a lack of time for continuous learning and reflection, potentially stifling innovation and growth.	The rapid pace meant team members often missed opportunities to innovate or expand skills, leading to repetitive solutions.	The company introduced "Innovation Fridays," allowing teams to halt regular tasks and focus on new ideas, passion projects, and tech experimentation.	Fostered a culture of curiosity and growth, allowing the team to broaden their skills and collaborate on fresh solutions, thus enhancing the team's innovative momentum.

Wellbeing & team health

Symptoms	Effect	Remedy	Outcomes
In a creative agency, there was no mechanism to gauge real-time emotional needs despite emphasising employee well-being.	This gap threatened team morale, collaboration, creativity, and employee retention.	The agency introduced a "Mood Wall" for anonymous emotion sharing and established a "Happiness Squad" to monitor and offer support.	With these measures, morale and collaboration improved. Employees felt valued, enhancing creativity, productivity, and retention. The wall also fostered recognition and gratitude, creating a supportive workplace.