

This instrument can help you quickly evaluate the level of interpersonal strife, disengagement, conflict, and selfishness (in other words: Drama) on your healthcare team. Circle an answer to each question below.

PART 1

How often do team members come to you to complain about other team members?	ALWAYS	OFTEN	OCCASSIONALLY	NEVER
How often do you hear remarks like "That's not my job" or "She's not pulling her weight."	ALWAYS	OFTEN	OCCASSIONALLY	NEVER
How often do team members gossip about others?	ALWAYS	OFTEN	OCCASSIONALLY	NEVER
How often do team members complain, whine, or bellyache?	ALWAYS	OFTEN	OCCASSIONALLY	NEVER
How often is feedback met with defensiveness, moping, or disagreement instead of improvement?	ALWAYS	OFTEN	OCCASSIONALLY	NEVER
How often is change greeted with complaints, distrust, worry, doubt, or resistance?	ALWAYS	OFTEN	OCCASSIONALLY	NEVER
How often do team members make judgments of others based on assumptions or perception only?	ALWAYS	OFTEN	OCCASSIONALLY	NEVER
During conflict or times of stress, how often are interactions between co-workers curt, "snippy", impolite blaming, or defensive?	ALWAYS	OFTEN	OCCASSIONALLY	NEVER
How often do you leave work feeling frustrated, disillusioned, depressed, defeated, or angry?	ALWAYS	OFTEN	OCCASSIONALLY	NEVER

Total your score for Part 1. Each "Always" answer is worth 3 pts, "Often" is worth 2 pts, "Occasionally" is worth 1 pt, and "Never" is worth 0 pts. Enter your total PART 1 score here: _____

PART 2

How often do team members talk about your mission or purpose?	ALWAYS	OFTEN	OCCASSIONALLY	NEVER
How often does the team gather for "fun" at work (Ex. birthdays, potlucks, teambuilding, etc.)?	ALWAYS	OFTEN	OCCASSIONALLY	NEVER
How often are the work-related accomplishments of team members publicly celebrated?	ALWAYS	OFTEN	OCCASSIONALLY	NEVER
How often do team members "pitch-in" and help others beyond the scope of their own jobs?	ALWAYS	OFTEN	OCCASSIONALLY	NEVER
Are there one or two personalities on your team who drive the drama?			YES	NO
Are there cliques within your team?			YES	NO

Total your score for Part 2. "Always" answers = 0 pts, "Often" = 1 pt, "Occasionally" = 2 pts, and "Never" = 3 pts. A "Yes" answer = 3 pts, a "No" answer = 0 pts. Enter your total PART 2 score here: _____

PART 1 score: _____ + PART 2 score: _____ = TOTAL SCORE: _____

ASSESSMENT SCORE BREAKDOWN AND RESULTS

0 – 13

Congratulations. You lead a high-performing, close knit, no-drama healthcare team. While conflict and occasional flashes of drama are normal for any team, your group demonstrates a minimal level of drama. It is likely that trust is present across the team and that members treat each other with courtesy and respect. Keep up the good work!

14 – 29

You're dealing with a moderate to persistent level of drama on your team. It is likely you spend more time than you should navigating disputes and issues. It is also likely members of your team are unable to give their full effort and attention to their jobs as a result of the drama present. While you haven't yet graduated to full-on dysfunction, some changes are still needed to reduce the drama within the team.

30 – 45

Uh-oh. It's clear there is a high level of drama on your team. It is likely there are pervasive issues related to culture, personnel, trust, and performance (probably all of the above). Your team, your organization, and your patients, are suffering as a result of the level of drama present. Time to explore a thoughtful, calculated intervention designed to transform the team.

The level of drama on any team is directly tied to the culture and behaviors that leaders create and allow. To explore evidence-based ways to transform the way your team shows up every day, contact Joe Mull, M.Ed. today.



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