

Teach is the first word in the TEAM acronym. It represents the need to develop your employees so they can reach their full potential. Use this worksheet to benchmark your, and your management team's, current behaviors with the Disney TEAM standards.

Directions

Score your effectiveness in each Teach component listed below, with the number '100' representing the most effective teaching possible and '0' representing the least effective possible. If your organization does not offer one of the components, score yourself as a '0' for that component.

Part One – Orientation (Program introducing new hires to the organization's purpose, priorities and operational expectations)

Do you have an orientation program? Circle One:    Yes    No

(If you answered 'No,' skip this section and move ahead to Part Two.)

1. Are all new employees, at all levels of the organization required to attend? \_\_\_\_\_
2. Is your orientation program effective? \_\_\_\_\_
3. Is your orientation program structured? \_\_\_\_\_
4. Do you have designated facilitators? \_\_\_\_\_
5. Do you train those facilitators in professional presentation techniques? \_\_\_\_\_
6. Do you monitor the delivery of orientation to insure quality and consistency? \_\_\_\_\_
7. Does your orientation clearly explain the Purpose your organization serves? \_\_\_\_\_

(If you do not have a Purpose Statement yet, can the new hires articulate the primary goal your organization is trying to accomplish?)

- 8. Are new employees able to articulate your Purpose Statement? \_\_\_\_\_
- 9. Are new employees able to explain how their jobs align with your Purpose Statement? \_\_\_\_\_
- 10. Do new employees leave orientation excited and energized? \_\_\_\_\_

Add up all the scores you awarded yourself and divide by the number of questions you answered (IE-A total added score of 640 divided by 10 would equal an aggregate score of 64% out of 100%). Then place the resulting number on the line below.

Your Total Orientation Score: \_\_\_\_\_

Based on your answers to the questions and your score above, list the items that you should act upon. Then list the initial action steps you will need to take.

Observation: \_\_\_\_\_

Action Item: \_\_\_\_\_

Part Two – Initial Training (Location-based training new employees receive)

Do you deliver initial training (sometimes called on-the-job training)? Circle One:    Yes    No

(If you answered 'No,' skip this section and move ahead to Part Three.)

1. Is your initial training program structured? \_\_\_\_\_
2. Do you have designated trainers? \_\_\_\_\_
3. Do you train those trainers in proper training techniques? \_\_\_\_\_
4. Do you monitor the delivery of the training to insure quality and consistency? \_\_\_\_\_
5. Are you welcoming and inclusive towards new employees? \_\_\_\_\_
6. Do you create an environment in which new employees can learn without feeling under leader pressure? \_\_\_\_\_
7. Do you express confidence in the new employees' abilities to learn their assigned tasks? \_\_\_\_\_
8. Is your training long enough so that new employees can learn their jobs? \_\_\_\_\_
9. Do new leaders experience the same training that new employees receive? \_\_\_\_\_
10. Do you spread initial training out so that employees learn what they need to know when they need to know it? \_\_\_\_\_

Add up all the scores you awarded yourself and divide by the number of questions you answered (IE-A total added score of 640 divided by 10 would equal an aggregate score of 64% out of 100%). Then place the resulting number on the line below.

Your Total Initial Training Score: \_\_\_\_\_

Based on your answers to the questions and your score above, list items that you should act upon. Then list the initial action steps you will need to take.

Observation: \_\_\_\_\_

Action Item: \_\_\_\_\_

Part Three – Follow-up Skills Development (Continual efforts to increase employee skills and knowledge)

1. Do you help new employees continue developing their skills?      Circle One:    Yes    No  
after initial training?

(If you answered 'No,' skip this section and move ahead to Part Four.)

2. Is there daily communication between you and each of your employees?      \_\_\_\_\_

3. Do you continuously, after initial training, teach your employees new tips and techniques so they become more effective at performing of their jobs?      \_\_\_\_\_

4. Do the tips and techniques you teach improve employee job performance?      \_\_\_\_\_

5. Do you model the behaviors and tasks you expect your employees to deliver?      \_\_\_\_\_

6. Do you recognize and celebrate good employee performance?      \_\_\_\_\_

7. Do you guide employees who need to improve their level of performance?      \_\_\_\_\_

8. Is that guidance firm, fair and consistent from employee to employee? \_\_\_\_\_

9. Do you, when necessary, discipline those employees who perform poorly? \_\_\_\_\_

10. Is that discipline delivered in a timely, respectful and non-confrontational manner? \_\_\_\_\_

Add up all the scores you awarded yourself and divide by the number of questions you answered (IE-A total added score of 640 divided by 10 would equal an aggregate score of 64% out of 100%). Then place the resulting number on the line below.

Your Total Follow-up Skills Development Score: \_\_\_\_\_

Based on your answers to the questions and your score above, list items that you should act upon. Then list the initial action steps you will need to take.

Observation: \_\_\_\_\_

Action Item: \_\_\_\_\_

Part Four – Career Development (Continual efforts to provide each employee with a career path within the organization)

Do you help employees chart their career path? Circle One: Yes No

(If you answered 'No,' skip the questions below as.)

1. Are you pleased when other members of the organization are successful? \_\_\_\_\_

2. Do you help your leadership peers achieve their career goals? \_\_\_\_\_
3. Do you pay special attention to the unique talents each of your employee's exhibit? \_\_\_\_\_
4. Do you match those talents to the specific tasks to be done? \_\_\_\_\_
5. Do you ask each employee what his or her career goals are? \_\_\_\_\_
6. Do your employees confide their career goals to you? \_\_\_\_\_
7. Do you help each employee establish achievable career goals? \_\_\_\_\_
8. Do you help those employees align their goals with the organization's purpose? \_\_\_\_\_
9. Do you build career goal action steps into conversations with each employee? \_\_\_\_\_
10. If you were to be promoted tomorrow, would an employee of yours be ready \_\_\_\_\_  
to step into your current role?

Add up all the scores you awarded yourself and divide by the number of questions you answered (IE-A total added score of 640 divided by 10 would equal an aggregate score of 64% out of 100%). Then place the resulting number on the line below.

Your Total Orientation Score: \_\_\_\_\_

Based on your answers to the questions and your score above, list items that you should act upon. Then list the initial action steps you will need to take.

Observation: \_\_\_\_\_

Action Item: \_\_\_\_\_

Part Five – Teach Assessment Aggregate Score

Add up all the total scores you awarded yourself in all four Teach categories listed above and divide by 4. Then place the resulting number on the line below.

Your Total Orientation Score: \_\_\_\_\_

Based on your total aggregate score, list items that you should act upon. Then list the initial action steps you will need to take.

Observation: \_\_\_\_\_

Action Item: \_\_\_\_\_

Observation: \_\_\_\_\_

Action Item: \_\_\_\_\_

Observation: \_\_\_\_\_

Action Item: \_\_\_\_\_

Observation: \_\_\_\_\_

Action Item: \_\_\_\_\_