



# Factsheet No.1

## Getting Started

### 1. What is the School Pulse Program?

Please view this brief [HPT School Pulse Intro](#).

The HPT School Pulse is a brief (10 second) confidential survey that is emailed to HPT School Pulse participants every Thursday morning. At the end of each month, a Team Pulse Scorecard is sent back to the team to drive conversations around wellbeing and performance. The HPT School Pulse uses 4 simple questions to assess each of the 4 Key Performance Indicators (KPIs) of High Performance Teams (HPT) AND also measures Collective Team Efficacy (CTE).

| CTE 4 Factors        | HPT 4 KPIs            |
|----------------------|-----------------------|
| Mastery Experience   | Vision & Action       |
| Social Persuasion    | Performance Reporting |
| Vicarious Experience | Leveraging Diversity  |
| Affective States     | Work/Life & Wellbeing |

### 2. How do Pulse Surveys Work?

Completing the HPT School Pulse Survey is easy!

- Every **Thursday at 7am** [admin@hptschools.com](mailto:admin@hptschools.com) will send your individual Pulse Survey to your nominated email address. Please add this email to your address book to ensure that you always receive your HPT Pulse Survey email and it doesn't go into your spam inbox.
- Once you receive your email in your inbox, click on the "Click here to answer the survey now" link. Open your link on a mobile device or use either **Google Chrome** or **Mozilla Firefox** web browsers if you are accessing your individual Team Pulse survey via your desktop.
- To answer the survey read each item and click the sliders to record your rating. It's best **not to overthink your rating** but rather go with your 'gut feel'. Once you've finished, click the "submit" button at the lower left of the screen.



### 3. Team Scorecards: What, When & How?

- At the end of the month your HPT School Pulse Scorecard will be sent to your team's nominated representative to be shared with all team members. The scorecard shows your team averages for the month (individual pulse data remains confidential).
- A short Team Debrief Conversation is then scheduled at your next team meeting to develop positive actions to maximise Team Health for the month ahead. Instructions on debriefing your "Team Scorecard" are detailed [HERE](#).

| 12 HIGH PERFORMANCE SCHOOLS    |  | Team Pulse  |           | Review & Actions |  |                            |
|--------------------------------|--|---|-----------|------------------|--|----------------------------|
| Team:                          | Month:                                   | Participants:   |           |                  |  |                            |
| HPT 4 KPIs (Inputs)            | CTE Domains (Outputs)                    | Pulse Question  | Previous* | Current*         | Example Improvement Strategies   | Discussion Notes & Actions |
| KPI 1: Vision & Action         | Mastery Experience (Job Satisfaction)    | Your level of achievement and satisfaction at work.                     |           | 87%              | Clear KPIs for use clarity in team chart. Regular review of purpose, vision & goals in action plans. Aligning activity cycle to maximize benefits of team meetings & professional development. |                            |
| KPI 2: Performance Reporting   | Social Persuasion (Performance Feedback) | Regularly giving and receiving feedback with members of your team.      |           | 82%              | Use of data well handles to track progress. Using effective protocols in team meetings to address hot issues and progress strategic inquiry. Timely cycles of observation and feedback.        |                            |
| KPI 3: Leveraging Diversity    | Vicarious Experience (Peer Support)      | Communicating effectively and openly sharing with members of your team. |           | 89%              | Effective team communication, sharing and peer monitoring. Understanding conflicting personality types, above and below the line behaviour charts and protocols for difficult conversations.   |                            |
| KPI 4: Work/Life & Wellbeing   | Affective States (Work/Life & Wellbeing) | Your level of satisfaction with your work/life and wellbeing.           |           | 73%              | Regular buddy check-ins. Weekly team pulse with monthly assessment and goal setting. Regular team building, use of ice breakers in meetings, increased awareness of work/life needs.           |                            |
| Collective Team Efficacy Score |  |   |           | 82%              | *Combined average of all team scores   |                            |