SEVEN PEOPLE SYSTEMS

Team Confidence Quotient (TCQ™)

Sample report - Before & After edition

HR Team - ABC Co. Ltd. (a fictional company) - all data illustrative.
Both rounds of a full TCQ engagement: the baseline that found the gaps, the development plan that attacked them, and the re-measure that proved it.

TEAM
HR Team - 6 respondents

INSTRUMENT
21 causal factors - 3 dimensions

ROUND 1
January - baseline

ROUND 2
July - post-intervention

BENCHMARK
Global team norms (HA)

ILLUSTRATIVE DATA - CONFIDENTIAL FORMAT

Team Confidence Quotient (TCQ™) and The Confident Team™ (c) OKR International Management Consultancies Co, LLC - Delivered in India by Seven People Systems - seven.net.in

01 - ROUND 1 - THE BASELINE

Where the team's confidence actually stood

Three dimensions, each with its own colour used consistently through this report, read against global team norms (HA). One sits below the confidence line; one factor inside it is a derailer.

TRUST & RELATIONSHIPS COMMUNICATION ALIGNMENT

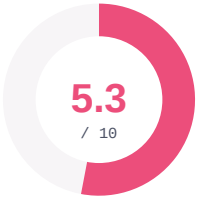
DERAILER 1.0-4.0 NEEDS NUDGING 4.1-6.0 CONFIDENT 6.1-10



TRUST & RELATIONSHIPS

CONFIDENT

Benchmark (HA) 7.9 - gap -0.6



COMMUNICATION

NEEDS NUDGING

Benchmark (HA) 7.2 - gap -1.9



ALIGNMENT

CONFIDENT

Benchmark (HA) 7.7 - gap -1.4

The trust foundation holds. The conversation layer - conflict, calling out, directness - is where confidence leaks, and the development plan on page 5 goes exactly there.

The 21 causal factors (1 of 2)

Bars carry the dimension's colour - the ink tick marks the global norm (HA) - the chip carries the band.

T - Trust & Relationships

T1	Members are comfortable soliciting and offering help whenever needed.	7.4	HA 8.2	CONFIDENT
T2	People openly discuss their feelings, values and beliefs with each other.	6.6	HA 7.3	CONFIDENT
T3	Members of the team are skilled enough to do their jobs.	7.8	HA 8.0	CONFIDENT
T4	Members are reliable - they do what they say they will.	7.2	HA 7.9	CONFIDENT
T5	Members respect diversity of people, gender, races and ideas.	7.6	HA 8.4	CONFIDENT
T6	Members act with integrity and within prescribed ethical standards.	7.9	HA 8.3	CONFIDENT
T7	People know each other personally and beyond work boundaries.	6.8	HA 7.2	CONFIDENT

C - Communication

C1	Members communicate openly and honestly - mean what they say...	6.2	HA 7.6	CONFIDENT
C2	Members appreciate each other's good work and give reinforcement.	6.6	HA 7.8	CONFIDENT
C3	Members give developmental feedback irrespective of seniority.	5.4	HA 7.3	NEEDS NUDGING
C4	Members feel comfortable confronting conflict constructively.	3.8	HA 7.2	DERAILER
C5	Members call out behaviours that do not support performance.	4.2	HA 6.4	NEEDS NUDGING
C6	Members approach that person directly, avoid back-channelling.	4.6	HA 6.7	NEEDS NUDGING
C7	Members truly listen to understand each other whilst communicating.	6.4	HA 7.5	CONFIDENT

The 21 causal factors (2 of 2)

Bars carry the dimension's colour - the ink tick marks the global norm (HA) - the chip carries the band.

A - Alignment

A1 The team sets realistic goals and robust plans before execution.



5.6 HA 7.3 NEEDS NUDGING

A2 Members are clear about their role and responsibilities.



5.8 HA 7.9 NEEDS NUDGING

A3 Members are all working towards one common purpose.



6.8 HA 8.1 CONFIDENT

A4 There is more 'we' rather than 'I' in the team.



6.4 HA 7.6 CONFIDENT

A5 All members treat each other with equal fairness and respect.



7.4 HA 7.8 CONFIDENT

A6 Members take personal onus where the team fails.



6.2 HA 7.4 CONFIDENT

A7 Members are aware of each other's roles and the big picture.



6.0 HA 7.8 NEEDS NUDGING

Five interventions, aimed at the levers that leaked

Every flagged factor becomes a targeted intervention with an owner, an expected movement and a re-measure date. The plan ran across two quarters, between the two rounds.

INTERVENTION 01 - ATTACKS C4 (3.8) AND C5 (4.2)

Conflict capability - from avoidance to constructive confrontation

A conflict-norms lab where the team writes its own rules of engagement, facilitated practice on live disagreements, and a call-out protocol that makes naming unhelpful behaviour a norm, not an act of courage.

OWNER / TARGET: Team leader + facilitator - C4 into Confident band - RE-MEASURE: ROUND 2

INTERVENTION 02 - ATTACKS C6 (4.6)

Kill the back-channel - direct-first as a working agreement

An amnesty conversation that names the pattern without naming villains, then a direct-first agreement: issues go to the person before they go about the person. The leader models it visibly for a quarter.

OWNER / TARGET: Every member; leader models - C6 +2.0 by Round 2 - RE-MEASURE: ROUND 2

INTERVENTION 03 - ATTACKS C3 (5.4) AND C1 (6.2)

Feedback across levels - skill plus cadence

A feedback-skills session for the whole team, then structured peer-feedback rounds every six weeks - cadence is what converts a workshop into a habit.

OWNER / TARGET: HR head + all members - C3 above benchmark trajectory - RE-MEASURE: ROUND 2

INTERVENTION 04 - ATTACKS A1 (5.6), A2 (5.8), A7 (6.0)

Role charter and planning discipline

A half-day role-charter exercise - who owns what, where the handoffs live, how each role feeds the big picture - plus a planning cadence with a pre-mortem before every major initiative.

OWNER / TARGET: Team leader + PMO partner - all three into high-Confident - RE-MEASURE: ROUND 2

INTERVENTION 05 - ATTACKS A4 (6.4) AND A6 (6.2)

Shared goals, shared onus

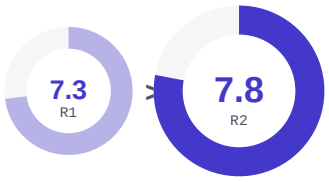
A shared-goals session tying each member's objectives to two team-level outcomes, and a monthly review where the team, not the leader, owns the misses.

OWNER / TARGET: Whole team, monthly rhythm - A4, A6 above 7.0 - RE-MEASURE: ROUND 2

04 - ROUND 2 - THE RE-MEASURE

Six months later, on the same instrument

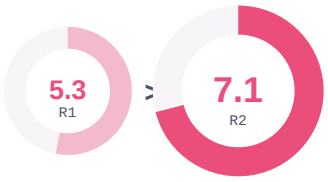
Each card holds both rounds together - the muted ring is Round 1, the solid ring is Round 2, in the dimension's own colour. Every dimension now clears the confidence line; the derailer is gone.



TRUST & RELATIONSHIPS

CONFIDENT

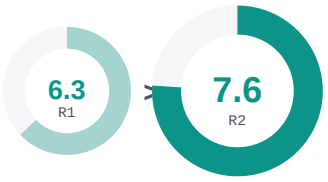
Movement +0.5 - Round 1 to Round 2



COMMUNICATION

CONFIDENT

Movement +1.8 - Round 1 to Round 2

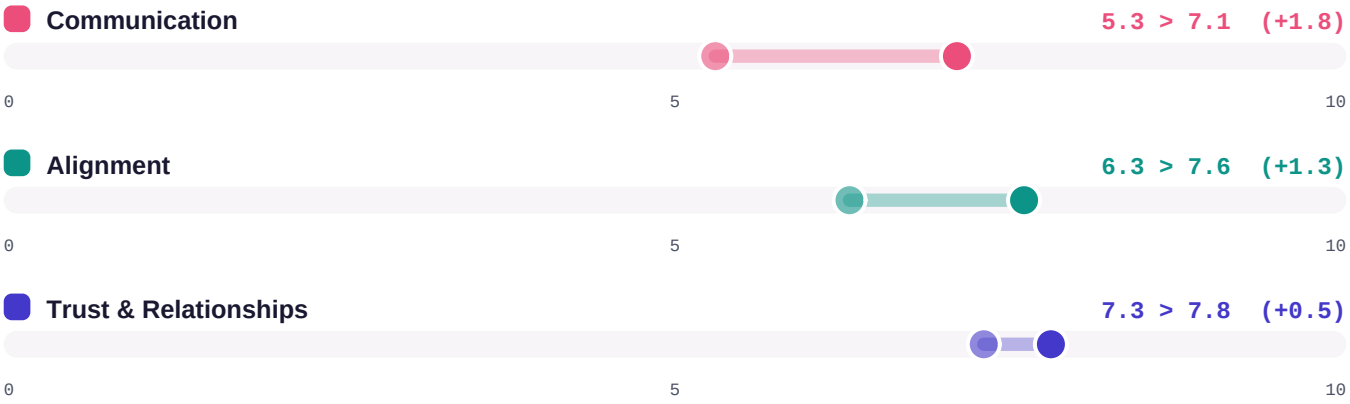


ALIGNMENT

CONFIDENT

Movement +1.3 - Round 1 to Round 2

Dimension movement - muted dot = Round 1, solid dot = Round 2



05 - BEFORE VERSUS AFTER

All 21 factors, ranked by movement

CODE	FACTOR	R1 / R2	R1	R2	DIFF
C4	Members feel comfortable confronting conflict constructively.		3.8	6.6	+2.8
C6	Members approach that person directly, avoid back-channelling.		4.6	7.2	+2.6
C5	Members call out behaviours that do not support performance.		4.2	6.8	+2.6
A2	Members are clear about their role and responsibilities.		5.8	7.6	+1.8
A7	Members are aware of each other's roles and the big picture.		6.0	7.7	+1.7
A1	The team sets realistic goals and robust plans before execution.		5.6	7.2	+1.6
C3	Members give developmental feedback irrespective of seniority.		5.4	7.0	+1.6
C1	Members communicate openly and honestly - mean what they say...		6.2	7.6	+1.4
A4	There is more 'we' rather than 'I' in the team.		6.4	7.5	+1.1
A6	Members take personal onus where the team fails.		6.2	7.3	+1.1
A3	Members are all working towards one common purpose.		6.8	7.8	+1.0
C2	Members appreciate each other's good work and give reinforcement.		6.6	7.5	+0.9
C7	Members truly listen to understand each other whilst communicating.		6.4	7.3	+0.9
T2	People openly discuss their feelings, values and beliefs with each other.		6.6	7.4	+0.8
T4	Members are reliable - they do what they say they will.		7.2	7.9	+0.7
T1	Members are comfortable soliciting and offering help whenever needed.		7.4	8.0	+0.6
A5	All members treat each other with equal fairness and respect.		7.4	7.9	+0.5
T5	Members respect diversity of people, gender, races and ideas.		7.6	8.0	+0.4
T3	Members of the team are skilled enough to do their jobs.		7.8	8.1	+0.3
T6	Members act with integrity and within prescribed ethical standards.		7.9	8.2	+0.3
T7	People know each other personally and beyond work boundaries.		6.8	7.0	+0.2

The honest read

C4, C6 and C5 - the factors the plan attacked hardest - posted the three biggest gains. T7 barely moved (+0.2): personal bonds shift by time, not workshop - and the report says so. That candour is the product.

06 - METHOD, CONFIDENTIALITY & NEXT STEP

How this report is built

The instrument

21 causal factors across Trust & Relationships, Communication and Alignment - from two decades of research across a dozen industries.
Bands: Confident (6.1-10) - Needs Nudging (4.1-6.0) - Derailer (1.0-4.0).
Benchmarked against global team norms (HA).
Online, ~10 minutes per member, multi-language.

Confidentiality & the two-round design

Responses anonymised and aggregated - no individual answer is ever visible.
The identical instrument re-runs after the development work, so movement is attributable.
Every round is debriefed with the team by a senior practitioner - never a report drop.
Plans carry owners and re-measure dates.

Measure your team twice - and prove the work between

Enquire at seven.net.in/assessments/team-confidence-report/ - a senior practitioner replies within one working day.

Enquire about the TCQ™

This is an illustrative sample - every live report is built on your team, your rounds, your context.
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