

Quarterly review

TEAM PRACTICES GROUP

Q3 - 2015/16

Approximate team size during this quarter: 6 FTE
Time spent: strengthen 25%, focus 75%, experiment 0%

Key performance indicators

Positively impacting value delivered by supported teams	4.00 out of 5 (Likert scale)	-.13
Positively impacting sustainability of supported teams	4.38 out of 5 (Likert scale)	-.09

Q3 - Team Practices Group

Objective: Project Forecasting



Objective	Measure of success	Status
<p>Engineering teams can communicate their capacity for core vs strategic work (multi-quarter) <i>Team members involved: 6</i></p>	<p>Documented an agreed upon definition of 'core work'</p> <p>Agreed upon method for tracking data</p> <p>Audience-facing product teams able to produce evidence-based data about the proportion of time spent on core vs. strategic work</p>	<ul style="list-style-type: none">• A working definition of core and strategic was used successfully in annual planning• Agreed with Jaime and Wes to stall additional work; pending retrospective on annual planning, we may or may not decide to revive this goal

Q3 - Team Practices Group

Objective	Measure of success	Status
Team Practices Group decides on the team's operating strategy. (multi-quarter) <i>Team members involved: 6</i>	50% of tests against strategic possibilities executed	<ul style="list-style-type: none">• 50% of tests completed• Strategy decided! ("Improved status quo")

Q3 - Team Practices Group

Objective: Evaluate KPIs 

Objective	Measure of success	Status
Maintain, improve, and refine KPIs <i>Team members involved: 6</i>	Maintain minimum 4 out of 5 (Likert scale) on current top-level KPIs Evaluate 2 possible new KPIs	<ul style="list-style-type: none">● Score of 4 maintained on top-level KPIs● Evaluated <u>3</u> possible new KPIs via Customer Satisfaction (CSAT) survey

Q3 - Team Practices Group

Category	Workflow	Comments	Type
External team support (ongoing)	Embedded coaching <i>Team members involved: 5</i>	<ul style="list-style-type: none"> Positively impacting value delivered by supported teams: 4.00 out of 5 (Likert scale) Positively impacting sustainability of supported teams: 4.38 out of 5 (Likert scale) 	M
External team support (periodic)	Ad-hoc workshops and consultations: <i>Team members involved: 3</i>	Supported the cross-team Wikipedia Education Program/Dashboard; worked with Global Reach to support strategic identity discussions; consulted with teams on Phabricator usage for work tracking and planning; helped facilitate Managing Unconscious Bias session; Jerusalem hackathon support; helped facilitate post-ED resignation postmortem	N, M
	Offsite engagements <i>Team members involved: 1</i>	Facilitated and supported Research & Data and Design Research offsite	M
	Strategy support <i>Team members involved: 2</i>	2 strategy engagements (WMF strategy, Product group strategy)	N, M
Internal metrics and continual improvement	CSAT survey <i>Team members involved: 2</i>	NPS Score: 72 (Compare to Dropbox (54) , Google Drive (50))	M

Quotes from Q3 CSAT respondents:

Probably saved the org from total collapse around all of the Executive Director/Board nonsense over the last few months. Thanks :)

Regarding the above question, you mean that not all teams are working with TPG? :)

We should make TPG available to more teams, particularly in Community Engagement :)

Having seen the world before TPG, and the world after TPG, I would not go back.

I wish there was more TPG time to go around. Ideally there would be one dedicated TPG coach per team (they could rotate if they get bored :))

It's very helpful, but I wish they could do more.

I really like the cultural impact of TPG and hope to see more of it.

I have learned so much from working with Grace. she is extremely helpful. patient. empathetic and wise. I am lucky to get to work with her.