



FREE TASTER

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Starbuck Team Effectiveness Programme (STEP)

A sample from the programme: the Starbuck Team
Effectiveness Pyramid and a 10-statement team health check

About 20 minutes on your own. About an hour if your team completes the check and you
talk through the results together.

Name

Date

STARBUCK & ASSOCIATES

COACHING & LEADERSHIP DEVELOPMENT

A development journey for whole teams

STEP is a development programme for whole teams, not individuals. It is for leaders who want their team to work better together, and for teams that are good but want to become consistently high-performing.

It helps with the problems most teams recognise: polite meetings where the real conversation happens afterwards, priorities that drift, actions agreed but not followed through, and people working hard without the results adding up.

The programme is built on the Starbuck Team Effectiveness Pyramid. It is delivered online as 15 lessons, about 15 learning hours, and is typically a journey of 6 to 12 months, with the team working through it together.

What is inside

PART	WHAT YOU GET
STEP team survey (before)	A baseline of how your team sees itself across the pyramid
Trust and relationships	Lessons and tools to build the foundation of the team
Conflict and ideas	Helping the team debate openly and productively
Commitment to priorities	Getting real agreement on what matters most
Accountability and actions	Holding each other to what was agreed
Results	Keeping the team focused on shared outcomes
Supporting models and tools	Practical resources to use in team meetings
Sustaining team effectiveness	Keeping the gains once the programme ends
STEP team survey (after)	Seeing what has changed since the start
Personal and organisational legacy plan	What each person and the team carries forward

The Starbuck Team Effectiveness Pyramid

The pyramid shows five levels of team effectiveness. Each level rests on the one below. A team that struggles with accountability, for example, often has a gap in commitment or trust underneath it.

LEVEL	WHAT IT MEANS	WHAT IT LOOKS LIKE ON A TUESDAY
5. Results	The team puts shared outcomes ahead of individual goals	Progress on team goals is the first item in the meeting
4. Accountability and actions	People hold each other to what was agreed	A colleague is challenged, respectfully, on a missed action
3. Commitment to priorities	Clear decisions everyone stands behind	The meeting ends with an agreed priority and a named owner
2. Conflict and ideas	Open, respectful debate about ideas	Someone disagrees with the leader in the meeting, not after it
1. Trust and relationships	People feel safe to be open with each other	A team member admits a mistake without fear

How to read your results

After the check on the next page, add up the two scores for each level, giving a total out of 10. Start with the lowest level nearest the base of the pyramid. That is usually where effort pays off first.

LEVEL TOTAL	WHAT IT SUGGESTS
8 to 10	A strength. Protect it and notice what keeps it working.
5 to 7	Working in part. Worth a team conversation.
2 to 4	A gap. Likely to be holding back the levels above it.

EXAMPLE

Sara's team scores lowest on accountability. Looking below it, commitment is also low: decisions are often left vague. She starts there, ending each meeting with a clear decision and owner, before tackling accountability.

YOUR TURN

Team health check

Score each statement for your team as it is now, not as you would like it to be. 1 means strongly disagree, 5 means strongly agree. For a fuller picture, ask each team member to complete it too.

STATEMENT	1	2	3	4	5
1. People in this team admit mistakes and ask for help	☐	☐	☐	☐	☐
2. We know each other well enough to understand how we each work best	☐	☐	☐	☐	☐
3. We debate ideas openly in meetings, not afterwards	☐	☐	☐	☐	☐
4. Disagreement is about the issue, never personal	☐	☐	☐	☐	☐
5. We leave meetings clear on what was decided	☐	☐	☐	☐	☐
6. Once decided, everyone backs the decision, even if they argued against it	☐	☐	☐	☐	☐
7. We challenge each other when agreed actions slip	☐	☐	☐	☐	☐
8. We know who owns each action and by when	☐	☐	☐	☐	☐
9. We care more about team results than our own area	☐	☐	☐	☐	☐
10. We regularly review progress against shared goals	☐	☐	☐	☐	☐

Your scores

LEVEL	STATEMENTS	TOTAL OUT OF 10
Trust and relationships	1 and 2	
Conflict and ideas	3 and 4	
Commitment to priorities	5 and 6	
Accountability and actions	7 and 8	
Results	9 and 10	

Which level scored lowest, and what might be sitting underneath it?

What the full programme adds

This check gives you a quick snapshot. The full programme takes your whole team through every level of the pyramid, with a proper survey at the start and end so you can see what has changed.

- 1 Baseline.**
The team completes the STEP team survey to see where it stands.
- 2 Build the foundation.**
Lessons and tools on trust and relationships, and on conflict and ideas.
- 3 Get aligned.**
Commitment to priorities, then accountability and actions.
- 4 Focus on results.**
Keeping shared outcomes at the centre of the team's work.
- 5 Sustain.**
Tools to keep the gains going as the team and its work change.
- 6 Measure and plan.**
The follow-up survey, then a personal and organisational legacy plan.

Who gets most from it

- Leadership teams and senior teams
- Established teams that want to move from good to high-performing
- New or merged teams that need to build strong foundations quickly

HOW PEOPLE USE IT

Teams usually work through one lesson together every week or two, often as part of an existing team meeting, and use the tools between sessions. It works best when the leader takes part as a team member, not only as the sponsor.

What I am going to do

Two or three small changes that you actually make will do more than a long list you never start.

My three actions

WHAT I WILL DO	WHEN	WHO I WILL TELL

Coming back to this

Put a date in your diary about a month from now and answer these three questions.

What has changed since I did this taster?

What did I not get to, and what got in the way?

What am I carrying forward?

READY FOR THE FULL HUB?

Starbuck Team Effectiveness Programme (STEP)

Fifteen lessons, a before and after team survey, and the tools to build a high-performing team on the Starbuck Team Effectiveness Pyramid.

£999 one-off, inc. VAT

Enrol at academy.starbuckassociates.com/courses/team-effectiveness-program

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