Is your team in friction or flow?

Hargraves INSTITUTE

Friction slows teams down, causing confusion, bottlenecks, and disengagement. **Flow** enables teams to work seamlessly: collaboration is natural, priorities are clear, and outcomes achieved with less effort.

Transforming a team from friction to flow doesn't require an overhaul, just a shift in mindset and focus.

Take the quiz. Score your team from 1 (high friction) to 4 (high flow) across 4 key areas. Then, add up your scores to see where your team sits.

1. Trust & Psychological Safety (People)

Do team members openly share knowledge and ideas?

High-trust teams create safe spaces where every voice is heard, valued, and encouraged to contribute.

1. **Rarely**. People hold back or stay quiet.
2. **Sometimes**. It depends on the topic or who's in the room.
3. **Often**. Most people contribute actively.
4. **Consistently**. Everyone contributes freely and constructively.

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2. Alignment & Ownership (Practices)

Are priorities clear, and does everyone understand how their work contributes to business goals?

Clear alignment reduces confusion, strengthens ownership, and drives meaningful progress.

1. **No clear priorities** or connection to bigger goals.
2. **Some clarity**, but not everyone's aligned.
3. **Mostly clear** and linked to team goals.
4. **Fully aligned** and outcome-driven.

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3. Visibility & Accountability (Practices)

Is work tracked transparently, with clear ownership and accountability?

Transparency builds trust and momentum, keeping work aligned and moving in the right direction.

1. **Work** feels **chaotic** or siloed.
2. **Some structure**, but things still fall through.
3. **Generally transparent**, but not always clear.
4. **Clear visibility**, roles and shared responsibility.

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4. Tools & Workflow (Tools)

Do our digital tools support clarity, focus and seamless teamwork?

The right tools, used intentionally, reduce friction and help teams stay in flow.

1. Tools feel **noisy** or disconnected.
2. Tools, including AI, are **used** but often create confusion.
3. **Generally helpful** but not fully embedded.
4. Tools **support** our ways of working and reduce complexity.

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Want to explore what your results mean for your team? Book an exploratory call to see how we can help.

ABOUT YOUR SCORE

4-7: High friction

Start with trust. When your team is stuck in friction, real transformation begins by rebuilding trust and strengthening connections. Use tools and resources to create a shared focus and help team members feel safe, valued, and heard.

8-12: Mixed flow

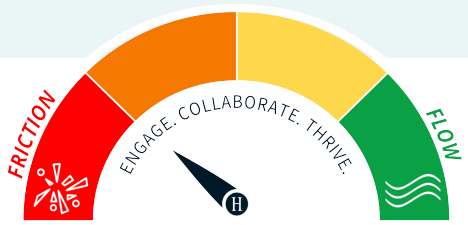
Align with clarity. You've built some trust and connection, but inconsistent practices or unclear roles may still be causing friction. Clarify your team's purpose, define responsibilities, and improve workflows - aligning without blame or overload.

12-14: Almost there

Make it count. You're on track. Now it's about moving from alignment to impact. Help your team confidently prioritise, make decisions, and deliver meaningful results.

15-16: High flow

Your team is thriving. You're in a great place, but thriving is a continuous cycle. The best teams keep reflecting, refreshing, and renewing to sustain success and strengthen how they work with those around them.



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