

# MEASURING MANAGER/TEAM EFFECTIVENESS USING SPACE UTILIZATION INSIGHTS

## USE CASE OVERVIEW

When measuring the effectiveness or productivity of teams and individuals as part of regular business operations, leadership often looks to KPIs associated with budget, timing and client approval rating.

This traditional look at project effectiveness and success often leaves leaders with gaps in understanding the root causes of project failures with regards to these limited KPIs.

Modern leadership teams and HR leaders are now leveraging detailed space utilization insights to look deeper at the potential root causes of project pitfalls and gauge effectiveness of the project leaders/managers.

What if leadership had data that provided detailed insights of the project leaders and project team throughout the project in order to measure effectiveness beyond traditional KPI's?

The below use case provides a detailed overview comparing two projects of very similar duration, scope and stakeholders in order to demonstrate how the effectiveness of both the project leadership and projects teams could be improved.



## PROJECT OVERVIEW

Two engineering teams both embarked on a client project which had similar asks. Both projects involved working with both external clients as well as internal stakeholder teams across the organization.

The project KPIs for both teams were the same:

**Duration:** 12 Weeks

**Scope:** Similar scope for both projects which included developing a full website for each client.

**Stakeholders:** Both teams had a client side project team as external stakeholders. Both teams had access to all internal stakeholders including marketing, product development, client success and finance.

METRIC	MANAGER A / PROJECT TEAM A	MANAGER B / PROJECT TEAM B
Project Duration	12 Weeks	12 Weeks
Project Success KPI's	<p><b>ON TIME:</b> Project launched 2 weeks earlier than plan</p> <p><b>ON BUDGET:</b> Budget overrun of 11% due to out of scope additions from the client</p> <p><b>ON SPEC/CLIENT APPROVAL:</b> 84%</p> <p><b>PROJECT TEAM POST PROJECT SURVEY RESULTS:</b> Overall satisfaction score of 85%</p>	<p><b>ON TIME:</b> Project ran over 4 weeks from original plan</p> <p><b>ON BUDGET:</b> Budget overrun of 27% due to feedback and high number of change requests from client</p> <p><b>ON SPEC/CLIENT APPROVAL:</b> 46%</p> <p><b>PROJECT TEAM POST PROJECT SURVEY RESULTS:</b> Overall satisfaction score of 68%</p>
Meeting Frequency	<p>Project team had an established “war room” which was booked throughout the duration of the project and was occupied by both members of the project team and cross collaborative teams 3+ days per week</p> <p>Project team met with client weekly on site in office</p>	<p>Project team worked remotely 70% of the time</p> <p>Project team met informally in assigned workspaces and adjacent meeting rooms were booked less than 1 per week and had on average 2 people in each meeting</p> <p>Project team worked primarily virtually with client contact and met with the client 3 times on site throughout the project</p>
Team Collaboration	<p>Project Team met as a project team twice weekly in person throughout the duration of the project</p> <p>Project team had weekly meetings with all major internal stakeholder teams throughout the duration of the project</p>	<p>Project team met one virtually weekly throughout the duration of the project</p> <p>Project team had sporadic meetings with some of the internal stakeholders throughout the duration of the project</p>

METRIC	MANAGER A / PROJECT TEAM A	MANAGER B / PROJECT TEAM B
Project Manager Touchpoints	Project manager met with the full project team weekly throughout the duration of the project Project manager met with each member of the project team at least twice throughout the project	Project manager met with the full team twice throughout the project Project manager met with only leaders of the project team throughout the project
Cross Team Collaboration	Project team collectively and individually met with and worked cross-collaboratively 5+ times weekly throughout the project	Project team collectively and individually met with and worked cross-collaboratively sporadically throughout the project
Days In Office	70% of team members in office 3+ days per week	15% of team members in office 3+ days per week



**INNERSPACE INSIGHTS TO GAUGE MANAGER/TEAM EFFECTIVENESS**

By looking at the use case, it is clear that there is a clear difference between the behaviors of both project teams. Generally speaking, they met more often, were in office more often, met collaboratively with both internal stakeholders and client representatives more often.

The behavior data of the project leader showed that they both encouraged their teams to collaborate and the successful project lead met more frequently with all members of the project team. This likely contributed to the project staying on time, on budget and in scope by setting the tone from the outset.

INNERSPACE DATA	ACTIONABLE INSIGHTS
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Meeting Frequency between Project Manager and both Full Team and Individual Project Members	Data indicates that the more successful project team has frequent touchpoints between both the full project team and individual members of the team throughout the duration of the project.
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Team Collaborations	Detailed data throughout the project indicating how often teams met with other members of the project team, cross collaborative teams as well as client representatives throughout the project. The more successful project team engaged more frequently, for longer and on site.
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Days On Site	Detailed data showed that the more successful team was in office more frequently, stayed longer while in office and utilized their time on site more effectively with the establishment of a “war room”, recurring meetings with both the project lead and project stakeholders (both internal and external).
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## INFORMING INSIGHTS FROM INNERSPACE TO GAUGE PROJECT/LEADERSHIP/TEAM EFFECTIVENESS

### INNERSPACE DATA

### ACTIONABLE INSIGHTS

#### Meeting Frequency

The InnerSpace dashboard provides detailed data on individuals and teams in designated meeting rooms and informal meetings in common areas and designated workspaces within the building.

Data on dwell time for meetings between members designated and identified as part of the project team. Leaders have full visibility into who is meeting daily and weekly and for how long.

Groups can be set up in advance to clearly identify members of both the primary project team, internal stakeholders part of the project team as well as clients associated with the project while on site.

#### Team Collaborations

The InnerSpace dashboard can provide detailed data on team members as part of a designated project group regardless of team affinity.

Leaders have access to data insights into frequency and length of meetings attended by members of the cross collaborative meeting team.

#### Project Manager Touchpoints

InnerSpace can provide detailed insights into any and all on site meetings with members of the designated project group including;

- Frequency of meetings
- Team designation of people in the meetings
- Duration of meetings on site

#### Days In Office

InnerSpace can provide detailed insights on days in office as well as

- Who was in the office on which days
- Duration of the stay while working on site
- How long they stayed while on site
- Who they worked with
- Where they worked while on site

**CLICK HERE**

To learn more about how InnerSpace can help you create winning teams.