Assess where your team sits

Step 1: Answer the below to assess where your team sits

| Question | Your answer |
|---------------------------------------------------------------------|-------------|
| What problem are you trying to solve with this team? | |
| What is your desired outcome – and how are you going to measure it? | |

Step 2: Plot where your CS team is currently

| Focus on commercial growth | Focus on commercial growth | |
|-----------------------------|----------------------------|--|
| Focus on customer happiness | | |

Step 3: Plot where you would like your CS team to be

| step | 4. NOV | w consid | ы. |
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Question

Your answer

What do you need to do to re-balance a shift from where you placed your team in Step 2 to where you would like your team to be in Step 3?

Does your team have the right reporting line to facilitate this shift and, might it need to move in the future?