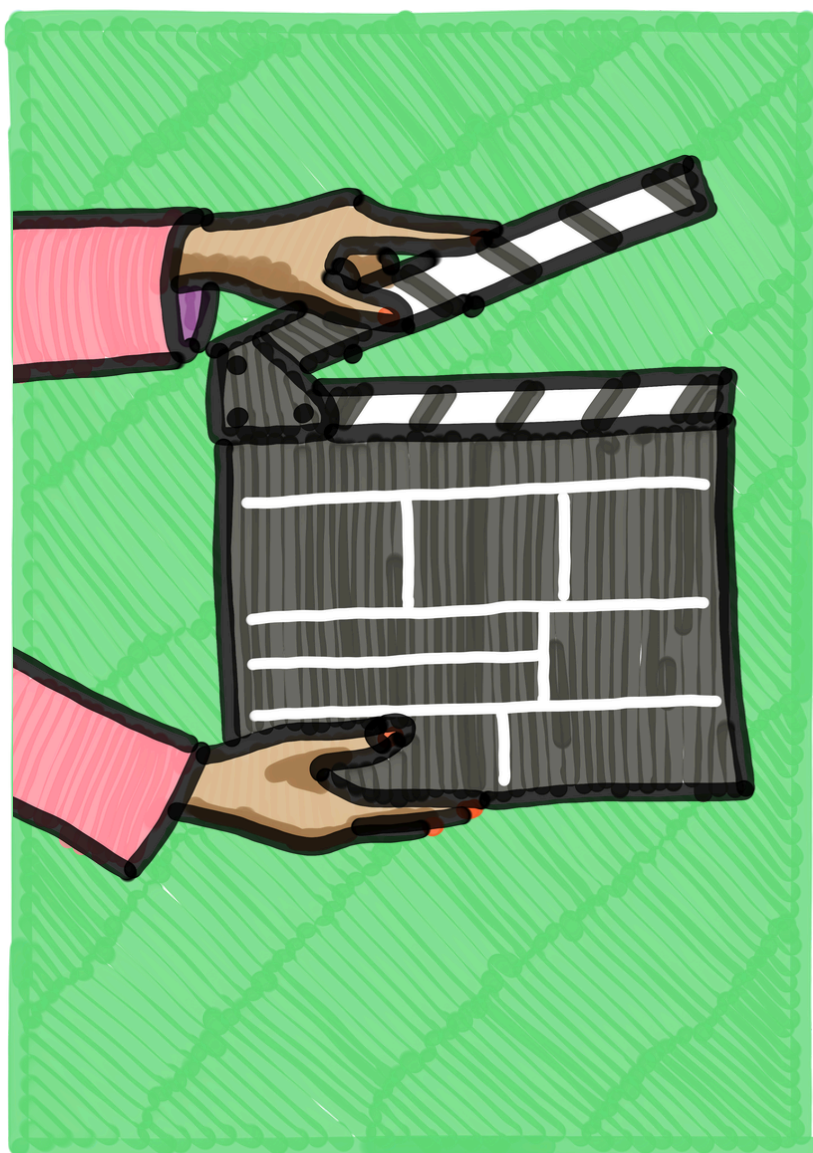


# How to get started with teamecho



1

## Welcome Call

Yay - we already had the welcome call! Thank you so much for that, it was our pleasure. Next, please think about answers to the thinkabouts.

2

## Thinkabouts



- What are the goals with teamecho?
- Do you have a project team available?
- When and how do you want to work with teamecho?
- Who is responsible for what?  
(central role - HR/decentral role - managers.  
How do I bring both perspectives together,  
identify cross-team patterns and take  
appropriate action)?
- When do I communicate what to managers & employees?

Think about the answers to the tool settings until the account setup:

- How do you want to represent your company in teamecho?  
Which teams/departments will you need?  
Reminder: 1 team consists of at least 10 people

- What interval of surveys do you want? (1-, 2- or 4-weekly).  
The longer the interval, the more questions per survey round.
- How do your employees get access to teamecho? The best choice is via e-mail address. But it also works without, e.g. via user name and password.
- Visibility of teamecho results: Who should see what? (e.g. default setting - everyone sees the results of their own team, transparency beyond this can be extended individually).

### 3

## Account Setup

We will set up your teamecho account together and build in your considerations appropriately.

### 4

## Communication is key

Whether alone or in a team, your managers have a key function.

Your managers must know this and communicate it to their employees:

- What do we want to achieve with teamecho? (Goal, benefit, ...)
- How do you communicate goals? Employees should find themselves in at least 1 goal.
- So anonymous is teamecho
- How much time do I need for teamecho?
- How do you want to work with teamecho? (Survey intervals, regular discussion of results, e.g. jour fixe, echo talk, ...)

- What is teamecho, and what is it not?  
Managers: visualization of potentials, non-target is monitoring of managers.  
Employees: additional, anonymous feedback channel to improve communication, no whining box.
- How does the tool work?  
(Access, survey process, visibility - who sees what?  
What is the best way to view the results?)
- What questions does teamecho ask? Why do questions repeat? (Understanding the survey algorithm)
- What is their role?  
Managers: moderation - just care  
Employees: active participation in shaping the work environment through constructive, honest and anonymous feedback
- What are managers responsible for? (discussion of team results, reporting, ...)
- Are there still concerns? Address them.



## 5

## Success Call

After about 4 months: Reflect on teamecho use to date. Findings, changes, goals can be communicated to everyone again.



For more info:  
Just click through our [teamecho support center](#).

Any questions? Just ask.  
Contact your personal  
Customer Happiness Manager!