

Team Behaviours Index (TBI)

A clear overview of who does what throughout the TBI process

TBI provides the evidence, structure and resources.

The consultant brings judgement and facilitation.

The client brings sponsorship, participation and commitment to action.

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How the Delivery Model Works

The TBI process is designed to keep responsibilities clear. Entrepleio provides the diagnostic platform, reporting framework and intervention resources. The consultant leads the client engagement, interpretation and facilitation. The client creates the conditions for participation and follows through on agreed actions.

ENTREPLEIO	CONSULTANT	CLIENT
Platform, diagnostic and resources	Expertise, interpretation and facilitation	Sponsorship, participation and action

The core principle

The diagnostic is the starting point. Value is created when the findings are explored openly, translated into focused interventions and reinforced through day-to-day action.

What this means in practice

- **Entrepleio** provides a consistent route from assessment to targeted intervention.
- **The consultant** uses the TBI framework alongside their own experience, judgement and client knowledge.
- **The client** owns the organisational context, participation and sustained behavioural change.

Consultant and Client Responsibilities

Responsibilities Across the TBI Process

Use this overview during scoping to establish clear expectations before the assessment begins.

	Stage	Consultant responsibilities	Client responsibilities
1	Engagement and scoping	Explain the TBI approach; clarify objectives; agree the team, scope and timing.	Nominate a sponsor; identify the participating team; agree the outcomes sought.
2	Campaign setup	Create and configure the assessment campaign; confirm participant details and launch arrangements.	Provide accurate participant details; introduce the process and reinforce its purpose.
3	Assessment completion	Monitor completion; provide support and targeted reminders where required.	Complete the assessment; encourage timely and honest participation across the team.
4	Report review and preparation	Review the report; identify themes, strengths and potential priorities; prepare the exploration session.	Ensure the sponsor and relevant leaders are ready to engage constructively with the findings.
5	Team exploration session	Facilitate discussion; help the team interpret patterns; build shared understanding and identify priorities.	Participate openly; test interpretations; recognise strengths and agree the areas that matter most.
6	Intervention selection	Recommend interventions aligned to the behavioural profile, client context and desired outcomes.	Agree priorities; confirm participants, timing and commitment for the development activity.
7	Workshop delivery	Tailor and facilitate the selected interventions; create a constructive environment for challenge and reflection.	Attend and contribute fully; engage with the exercises; connect learning to real team situations.
8	Action planning	Help translate insight into specific behavioural commitments, practical actions and review points.	Agree actions, owners and indicators of progress; make individual and collective commitments.
9	Reinforcement and follow-up	Provide follow-up facilitation, coaching or advisory support as agreed.	Reinforce the agreed behaviours; maintain momentum; address barriers and hold each other to commitments.
10	Review and repeat measurement	Facilitate a progress review; advise whether further interventions or repeat measurement would add value.	Review evidence of progress; decide on further support, additional interventions or repeat measurement.

What Good Looks Like

Success factors

Consultant success factors

- Creates meaningful conversations rather than simply presenting scores.
- Helps the team interpret patterns without labelling or blaming individuals.
- Uses judgement to connect findings to the client context.
- Selects and tailors interventions with a clear purpose.
- Supports follow-through, not just a one-off workshop.

Client success factors

- Provides visible sponsorship and communicates why the process matters.
- Encourages honest participation and protects space for constructive discussion.
- Engages openly with strengths as well as development priorities.
- Commits to specific behavioural actions and review points.
- Reinforces new behaviours in everyday team interactions.

Important boundaries

- The consultant leads interpretation and facilitation, but does not own the team's behavioural change.
- The client owns decisions, actions and the working environment in which change must be sustained.
- TBI informs the development pathway. It does not replace professional judgement or knowledge of the client context.

Simple positioning statement

- **Entrepleio provides the platform, diagnostic and intervention resources.**
- **The consultant provides expertise, interpretation and facilitation.**
- **The client provides sponsorship, participation and commitment to action.**