

# Revised: High Variance Treatment (HVT)

**The objective** is to reduce the overall average score of a team where the assessment has high variance amongst team member responses (shown as gray shading in competencies between the highest and lowest score). This will only apply to maturity competencies following the removal of outliers. In some cases, this will take a team Agility Index Score from a Run/Fly state to a Walk State.

## When is the HVT Calculation treatment applied?

The High Variance Treatment will be applied for team assessments in following steps:

- Using an outlier treatment (using IQR Method), upper outliers are removed across maturity competencies
- Using statistical algorithmic techniques, the maturity competency scores will be pulled down (if Coefficient of Variation > 30%), by a reduction factor of either 0.50, 0.75 or 1.00 (based on user settings)

### \* Note:

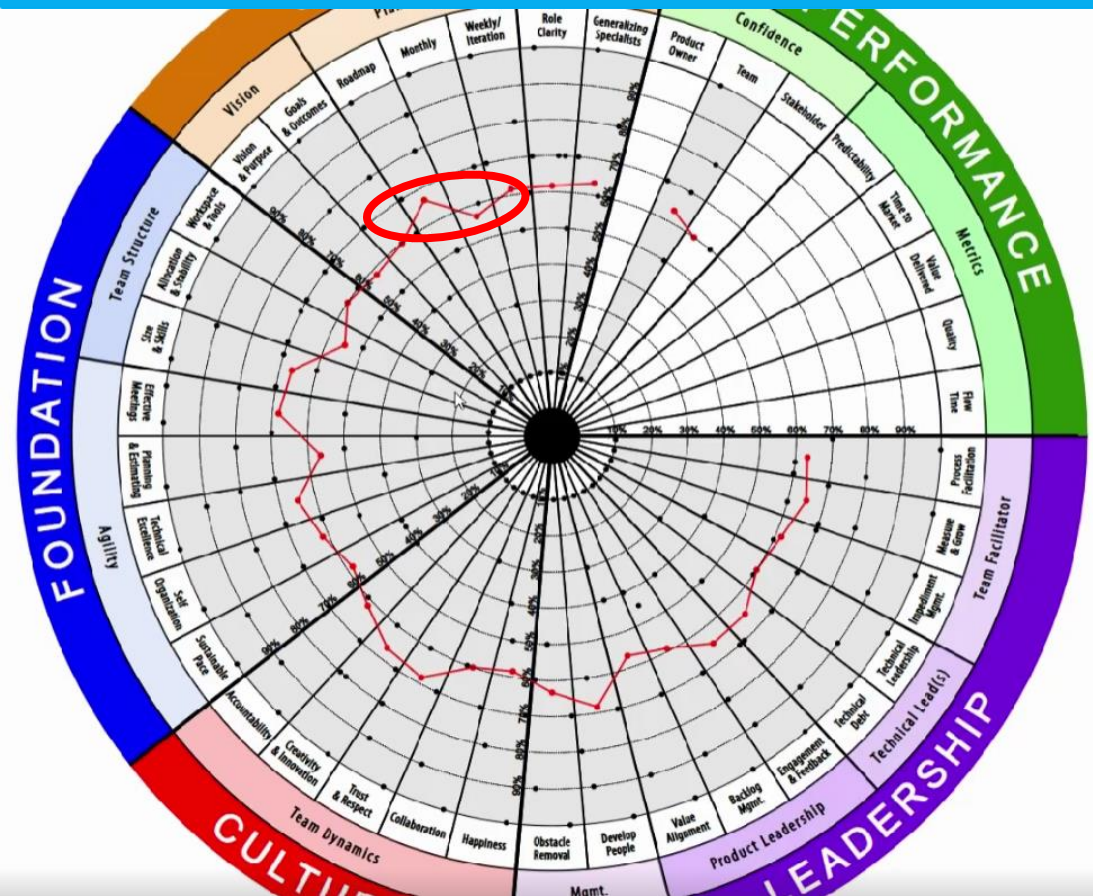
- Coefficient of Variation is the distance between the mean (average of member scores) from each individual member score
- Optimal Reduction Factor: 0.5 (Higher the reduction factor, higher the adjustment applied on each competency)

## Where will I see it?

This adjusted score will be automatically reflected across the platform (ie., Radar View Page, Growth Journey, Benchmark, API , and Enterprise Dashboard)

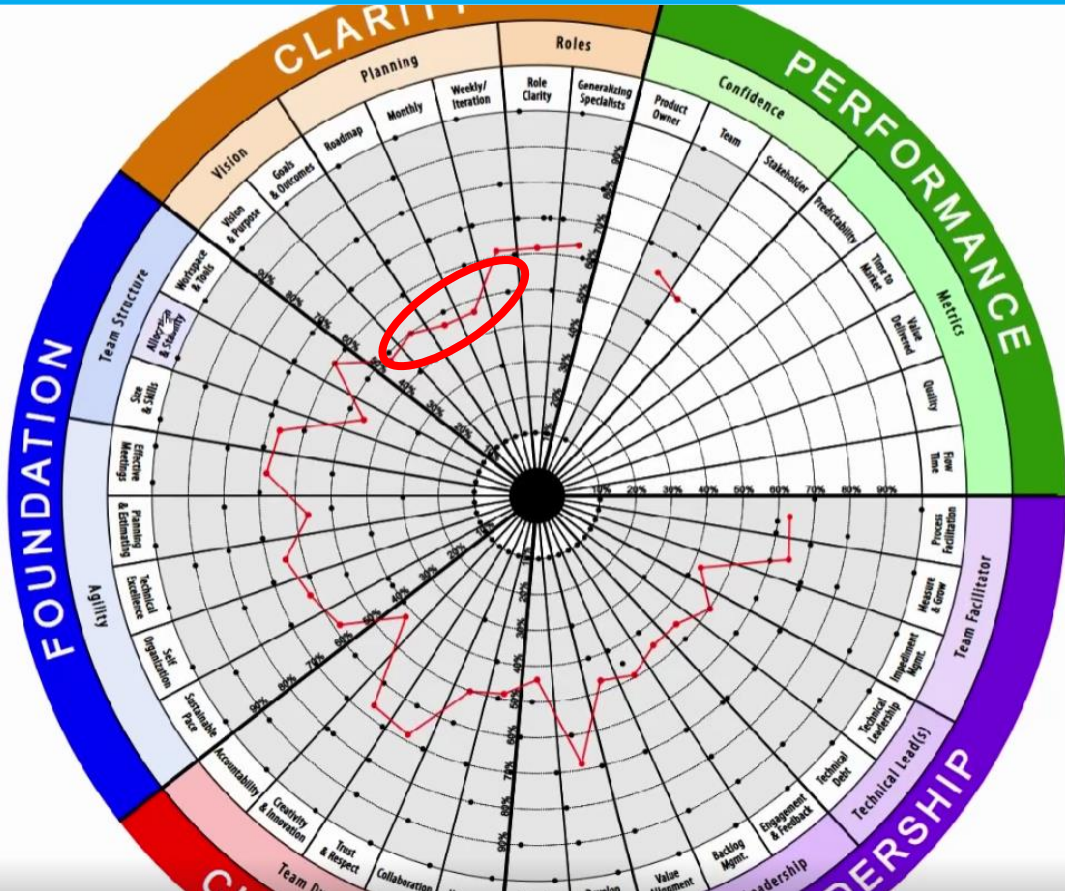
**If you're interested please let your CSM know, and they'll be happy to turn this on for you.**

# High Variance Treatment (when flag is OFF)



**Before** competencies like Monthly and Roadmap were in Run state, when they were calculated as a direct average of responses.

# High Variance Treatment (when flag is ON)



**Now** competencies like Monthly and Roadmap are in Walk state, after the High Variance Treatment is applied.

# High Variance Treatment (when flag is ON)

## Assess 3 - TeamHealth 4.0 Radar



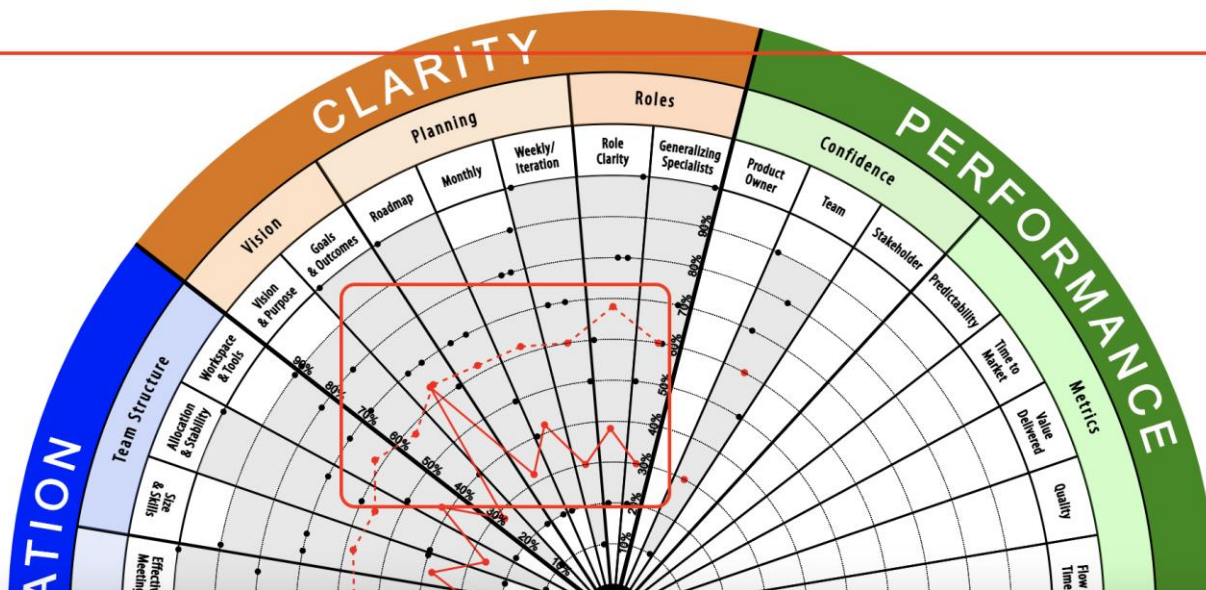
05/06/2024 | 5 out of 8 Respondents

### Assess 3 - TeamHealth 4.0 Radar

Some scores for this assessment have been adjusted due to high variance in the range of responses. ⓘ

☒ Compare the Adjusted Score with Original Score

— Adjusted Score  
... Original Score



**Explanation text and a legend are available on team radar pages for Business Line and Company Admins to see the adjusted score vs the original score**



# High Variance Treatment (when flag is ON)

## Analytics

### Top 5 Competencies

Role Clarity	68%
Engagement & Feedback	66%
Accountability	66%
Self-Organization	64%
Goals & Outcomes	64%

### Lowest 5 Competencies

Technical Excellence	52%
Technical Debt	54%
Creativity & Innovation	54%
Sustainable Pace	54%
Effective Meetings	56%

### 5 Highest Consensus Competencies

Technical Leadership	30%
Accountability	30%
Size & Skills	30%
Workspace & Tools	30%
Monthly	30%

### 5 Lowest Consensus Competencies

Measure & Grow	10%
Value Alignment	10%
Obstacle Removal	10%
Collaboration	
Trust & Respect	

## Overall Score

### Agility Index

37.4  
Walk

### Leadership

40.2  
Walk

### Culture

44.4  
Walk

### Foundation

30.3  
Walk

### Clarity

37.7  
Walk

### Performance

30  
Walk

**The Top 5 and Lowest 5 boxes in the Analytics chart will reflect the adjusted scores.**

**A new Overall Score section is visible showing teams their scores in each dimension and their Agility Index.**

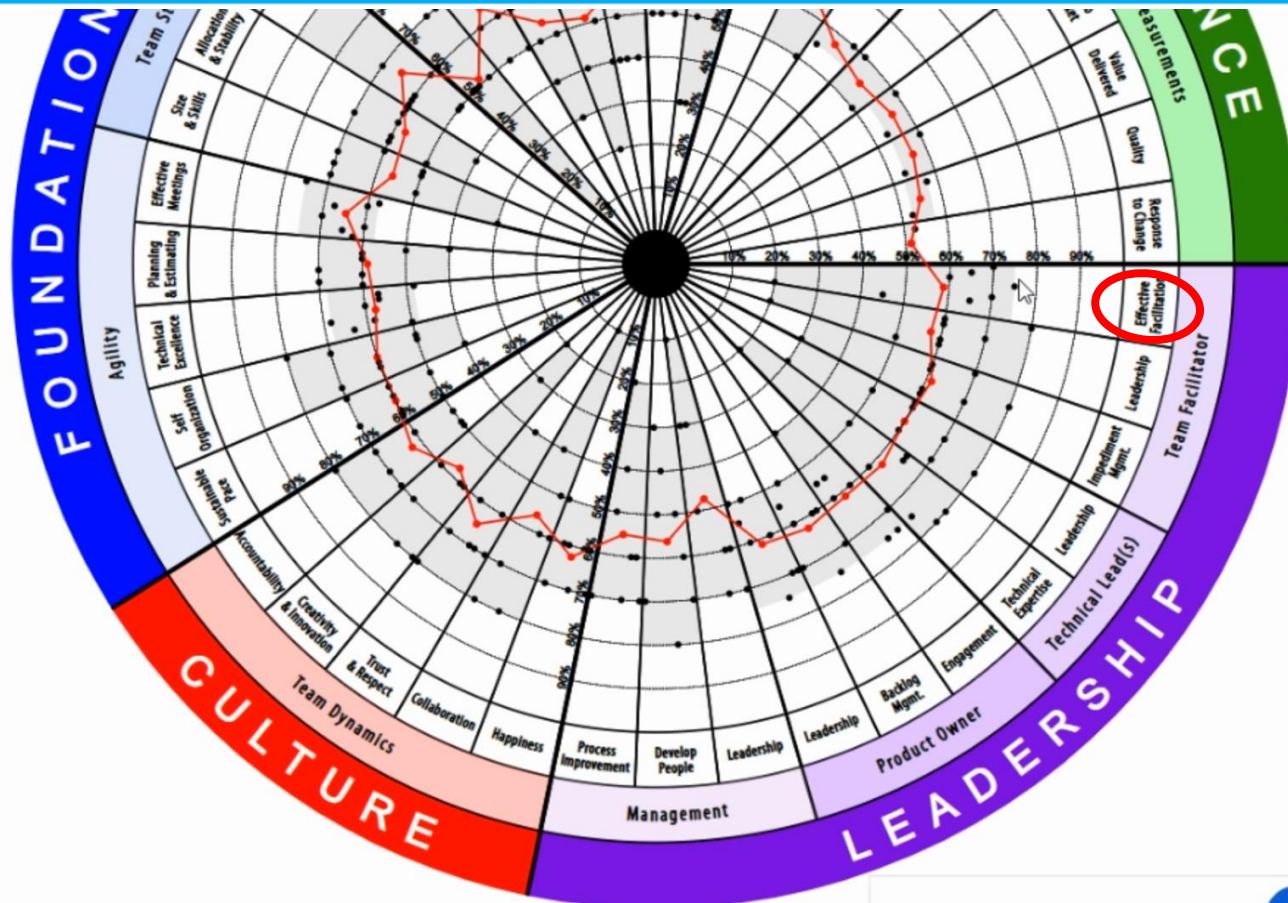
# Unified Calculation

**Objective** is to unify how we calculate maturity and performance metrics across the full platform to address variations we had before between pages. This new engine will also improve the accuracy of the calculations.

## What's New?

- **Competency Calculation:** We now calculate the competency by averaging all the answers to the questions within that competency. Before we averaged the sum of what each participant answered.
- **Dimension Calculation:** We now calculate the dimension by averaging all the competencies within that dimension. Before we averaged the sub-dimensions.
- **Enterprise Rollup Calculation:** We now calculate the enterprise rollup by averaging all the team scores within that portfolio or enterprise. Before we averaged the team of teams.
- **Pages updated:** The growth journey, multi-team radar pages and radar page have been updated to reflect the new calculations. Enterprise agility and team agility are already using this method.
- **Performance Growth Journey:** TeamHealth Performance on growth journey is now calculated only using the quantitative questions and will be separated from Confidence and any 'qualitative' questions.
- **Benchmark:** You will see a larger set of benchmark data to analyze your teams against
- **APIs:** APIs have been updated to use this new unified calculation engine. See [new v2 end points here](#).
- **High Variance Treatment:** You now have the option to turn on this feature (ask your CSM) which will reduce the overall scores of team where the assessment has high variance – for maturity competencies that have 50% or more variance (gray shading between highest and lowest score).

# What's Changed? Competency Calculation



**Before** the red dot was the average of the other black dots (which are an average of how one team member responded to all the questions).

**Now**, the red dot is the average of all the questions within that competency.

# New Competency Calculation Example

OLD Way: average team member 1 +  
average team member 2 then average these together

New Way: average the results of all the answers of  
the team members

Competency A

Member	Question	Result
M1	Q1	10
M1	Q3	30
M2	Q1	60
M2	Q2	50
M2	Q3	70
M2	Q4	50
M2	Q5	70

20

60

Old Calculation

**Competency =** 40

New Calculation

**Competency =** 48.6

Competency B

Member	Question	Result
M1	Q1	90
M1	Q3	60
M2	Q1	60
M2	Q2	50
M2	Q3	70
M2	Q4	50
M2	Q5	70

75

60

Old Calculation

**Competency =** 67.5

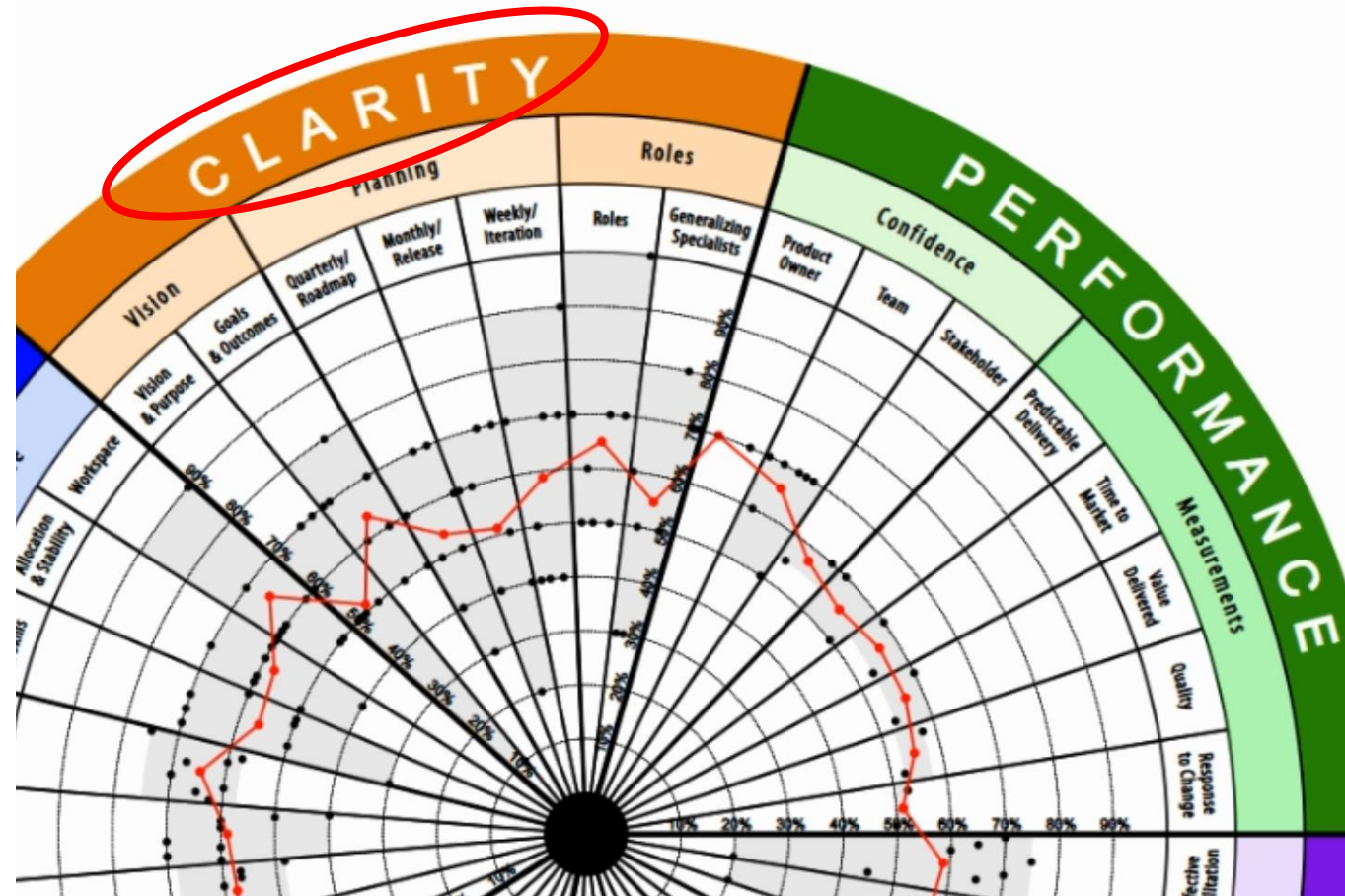
New Calculation

**Competency** 64.3

The impact is a small increase or decrease. It will mostly impact competencies that have multiple questions. Almost 90% of the TeamHealth competencies have 1 question.



# What's Changed? Dimension Calculation



**Before** the dimension CLARITY would be calculated as an average of Vision, Planning, Roles.

**Now**, the dimension CLARITY is calculated as an average of the 7 competencies inside it.

# Where will I see the change?

Company Dashboard / A Global Financial Company / Dons and Divas

Assessment Dashboard

Growth Journey

Growth Items

## Dons And Divas Growth Journey

Below is the growth journey of Dons and Divas.

TeamHealth 3.0

<>

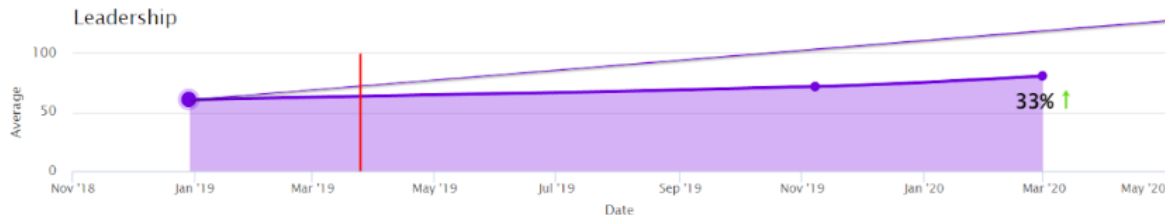
Dons And Divas Radar

Team Assessments ☒ Pulse

Timeline

Filter: Dimensions

Subdimensions



Leadership: 61  
Sat Dec 29 2018  
Assessments: 1  
Q4 Retrospective