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Synapse Team Neurozone® Team Report

February 2024

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Executive Summary

A total of 8 Synapse team members completed the Neurozone® Team Assessment in January 2024. The team consisted of 40% men and 60% women with an average age of 42. The Synapse Team's Resilience Index is 68, which is slightly lower than the user average of 72.

There are 6 areas of opportunity for the Synapse team to increase its Resilience and capacity for High Performance. These areas include:

1. Optimizing its Operational Effectiveness by getting it to agree on a set number of procedures, systems, and management practices that enable it to work effectively;
2. Increasing its Positive Mood State by engaging in dynamics that enhance the sense of well-being and contentment;
3. Reducing its Burnout Risk by tackling conditions that lead to chronic stress or its signs (e.g., emotional exhaustion, fatigue, being overwhelmed by work demands, withdrawal from and/or irritability with colleagues and clients);
4. Enhancing its Meaningful Contribution by strengthening its sense that it makes valuable efforts to the organization and its stakeholders;
5. Optimizing the team's Global Mindset by enhancing its value of global interconnectedness in business, by more intentionally and mindfully cultivating a diverse global network, and by staying on top of new international developments in the market; and
6. Optimizing its Innovation Capability by ensuring innovation is encouraged and prioritized and by ensuring more innovative problem-solving techniques and practices are utilized in the team.



Introduction

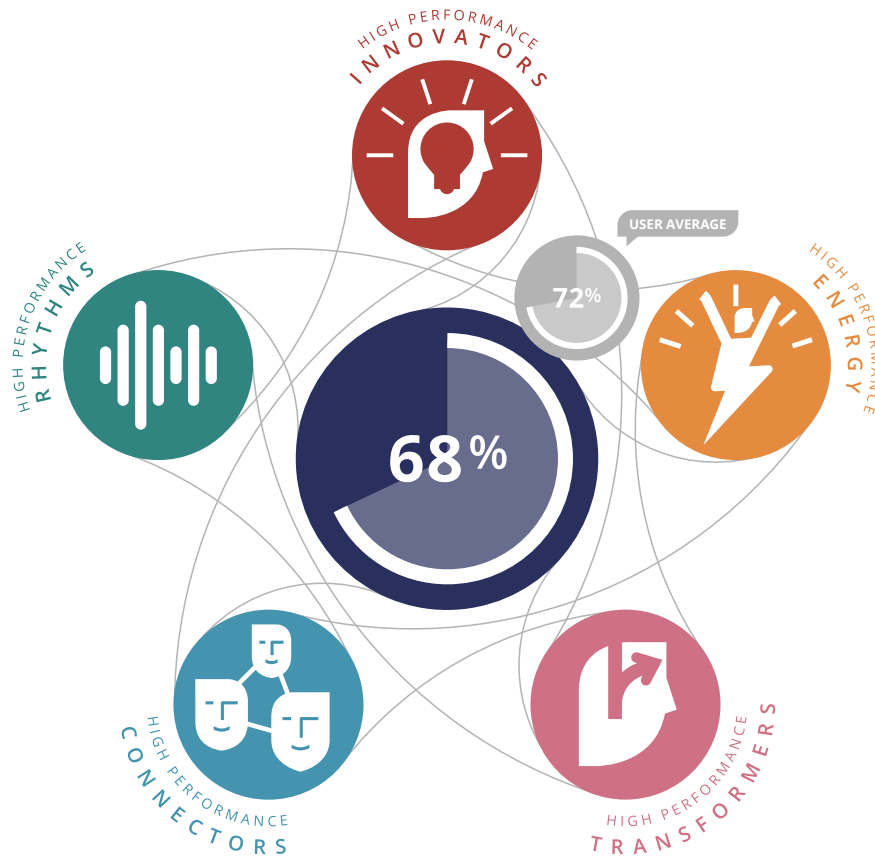
Humans are social beings. The primitive parts of the human brain are hardwired to seek safety in numbers because belonging to a group enables survival and success. Our brains know that this is not just about the survival and success of the individual, but of the whole species as well, for if individual humans are misaligned, isolated from, and in conflict with one another, then non-human creatures and elements stand a better chance of conquering us all. This is a biological part-to-whole intelligence that works in a single human body: cells of the same kind need to cooperate so that an organ functions well, and different organs need to cooperate so that an organism functions well. Systems biology shows us that this lens zooms out even further: individual organisms need to cooperate – to have a sense of safety, purpose, and connectedness to others; to identify with, be supported by, and make meaningful contributions to a group – so that the group, as a larger sentient unit, can function at its best.

As humans, we belong to many different groups. This includes family, friends, and groups in the workplace. We tend to spend a significant amount of weekly time in the context of the work team (sometimes even outweighing the time we spend with family and friends). So, the work team is set up by default to be the group to which our biologically designed social needs are most often oriented. If work-team connectedness and cooperation are lacking, it is not only that the work team may not function well, but the individuals making it up may not function at their best either – including (as a spillover effect) in the groups of their own personal lives.

This Neurozone® Team Report provides a measure of your team's current level of Resilience – the capacity to adapt to changes, overcome challenges, and learn in the process. Resilience is the bedrock for unlocking your team's capacity for High Performance. This report also provides calculated insights on different aspects of your team's performance that are either at the level of, or require increases in, optimization, in order to raise its level of Resilience. These analyses are 'systemic', meaning they are at the level of the collective (i.e., of your team as a larger sentient unit, not simply the aggregate of individual-level responses). Customized to your team, this Report identifies those components that require the lowest energy expenditure of the group for the highest yield in enhancing its performance capacity. The neuroscience-backed and systems-thinking-aligned insights aim to curb divisive individual competitiveness, minimize the risk for burnout, and synchronize members towards operating in a team as one living – and thriving – organism.



Your Team Resilience Index



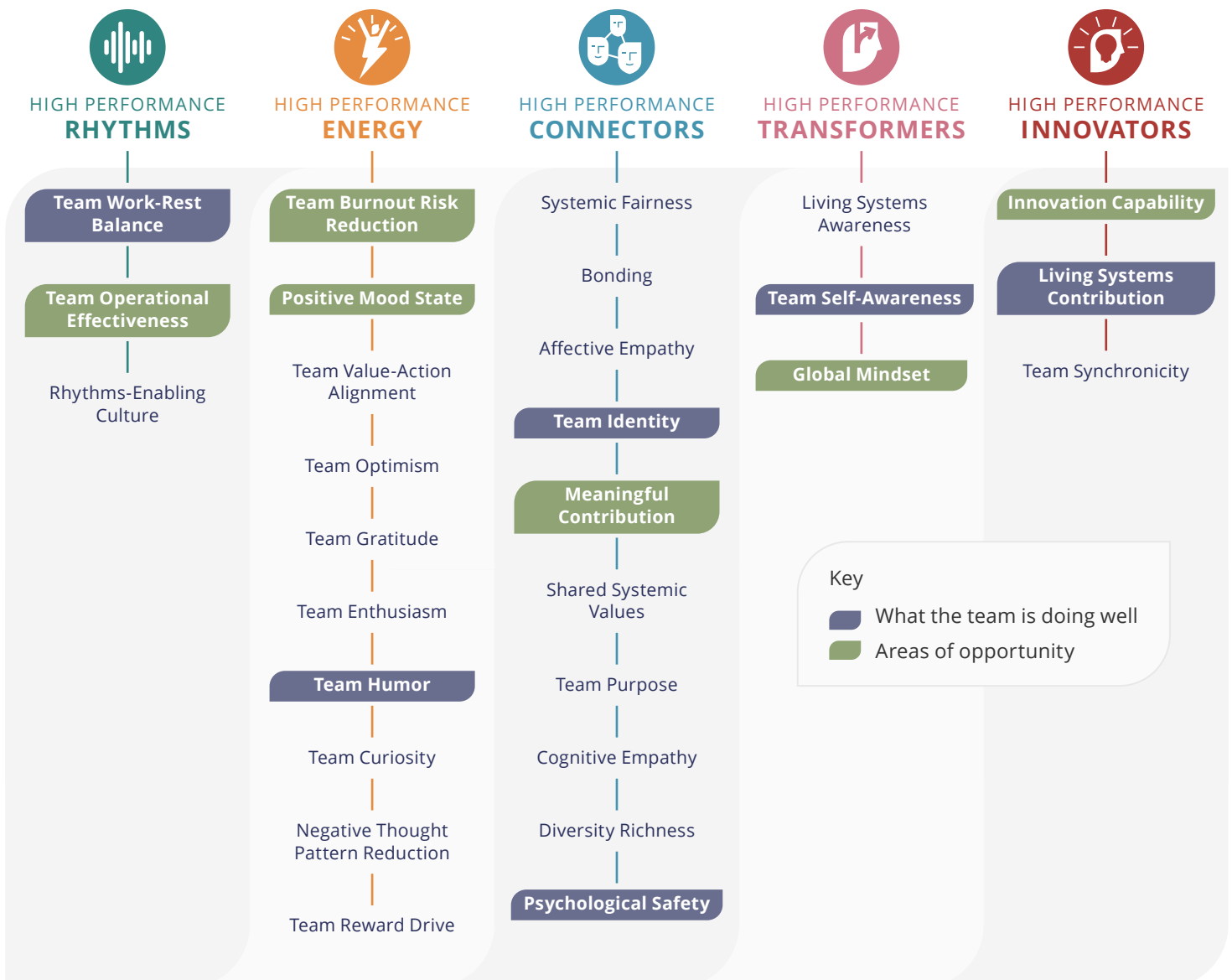
Neurozone® has assessed your team's level of Resilience – its innate capacity to adapt, learn, and grow in the face of challenges. Enhancing your team's Resilience is also key to unlocking its High Performance – to ensure that it is capable of consistently performing at its best in all aspects of team life. Doing so for the team as a larger entity should also, according to systems thinking, positively impact the Resilience and High Performance capacities of the individual members making it up.

Boosting Resilience and unlocking High Performance relies on your team cultivating certain behaviors, mindsets, and practices. Think of them as 'Paths' towards Resilience and High Performance. These Paths are grouped together where they serve similar purposes, and these different functional clusters are called High Performance domains. The domains are Rhythms, Energy, Connectors, Transformers, and Innovators – each explained further on in the Report. Your assessment results, analyzed by Neurozone's® High Performance Code, have identified your current Team Resilience Index as well as which Paths your team is excelling at and which ones it has an excellent opportunity to optimize. Note that the opportunity Paths are not based on their actual scores, but rather on the highest impact they will have on your Team Resilience Index.

The rest of this Report indicates what these Paths are, why they are essential, and how you and your team members can work toward improving them. Doing so will optimize your team – as a larger sentient unit – toward not just its continued survival but also its higher capacity to thrive.

The Five High Performance Domains and their Paths

Below you can find an outline of the five High Performance Domains and the Paths they consist of. You can regard this outline as an overarching, orienting view of all the 29 components (organized under their larger groupings) that this Report assesses and then commends or recommends as customized ways to, respectively, maintain and enhance your team's Resilience and capacity for High Performance. On the subsequent pages, each Domain and its associated Paths are described and explained.



Your Domain Summary



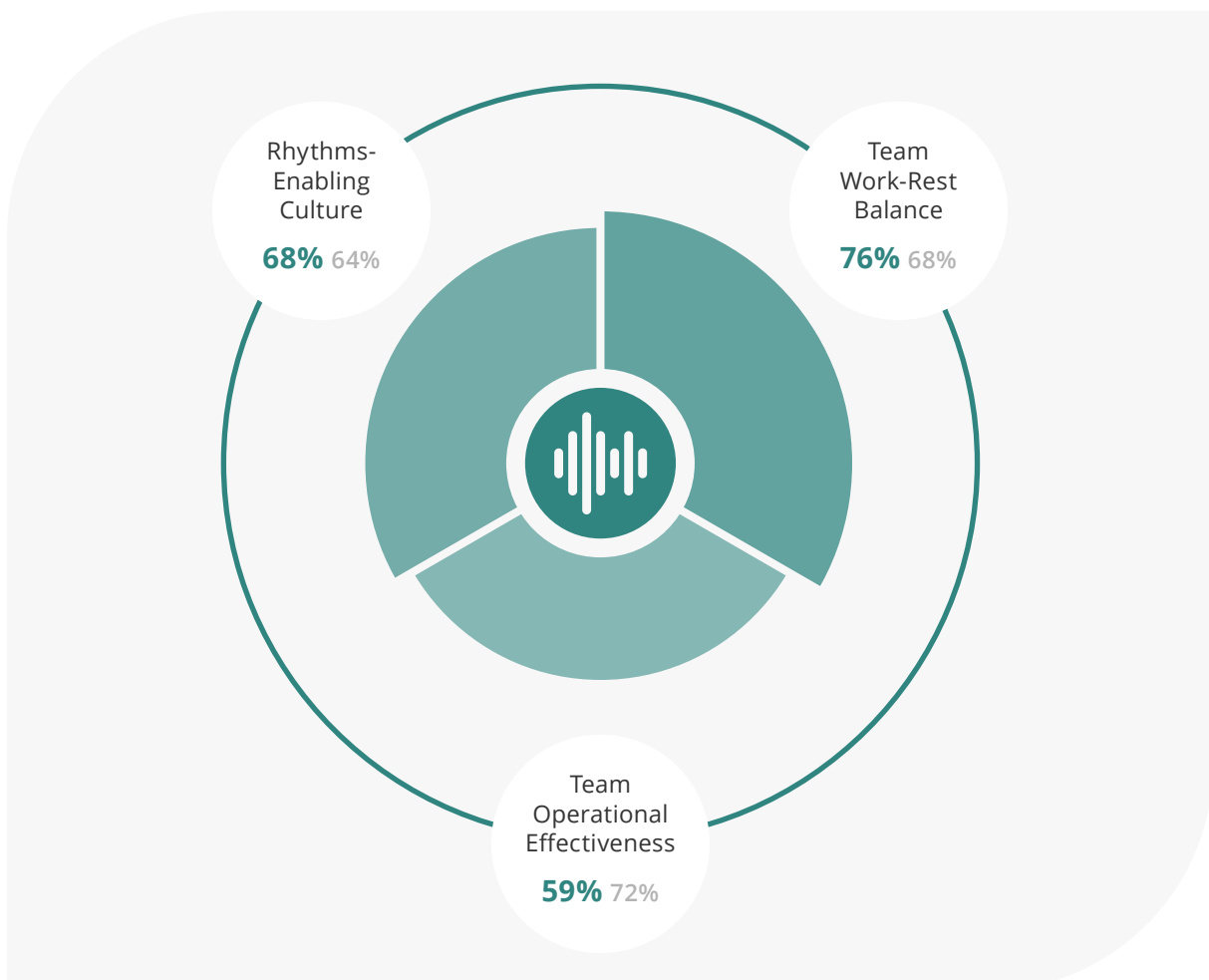
HIGH PERFORMANCE RHYTHMS

The whole brain- body system works rhythmically. Our brain secretes hormones and their precursors in cyclic phases; our brainstem regulates life itself through the rhythms of breathing, heart rate, hunger, thirst, and sleep-and-wake; and even some of our organs operate according to day-vs-night cycles.

Observing, optimizing, and cooperating with our brain-body rhythms is therefore not only a natural imperative, but a crucial key to building Resilience and unlocking High Performance. According to systems thinking, teams and functional groups (or collective organisms), like individual brain-body systems, also naturally operate in rhythmic and cyclic manners. It's therefore important for a team to cultivate and maintain ways to honor various Rhythms that are innate to the larger living organism.

Such Rhythms include the physiological kind, the activational kind, and the operational kind. Team members must be enabled to attend to their individual brain-body (physiological) Rhythms, like exercise, nutrition, and sleep; the team must value the recharging necessity of rest to balance out the hours of active work; and the team needs a clear and agreeable set of routine (operational) procedures and practices to enable its consistent effectiveness.

The Paths of this Domain are visible in the outer sphere of the diagram below. The user averages are presented in grey for comparison:



Click on each Path to learn more.

Your Domain Summary

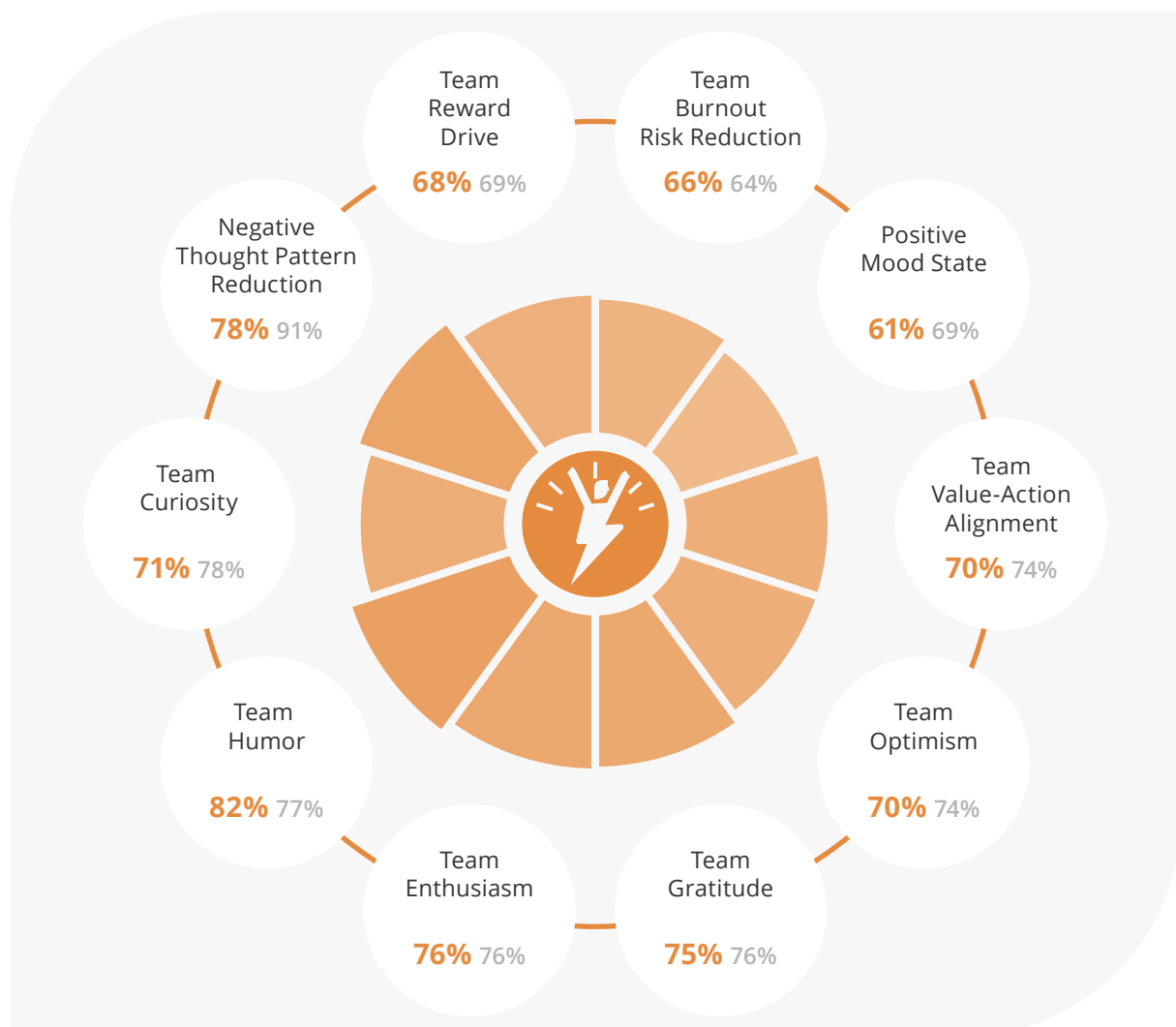


HIGH PERFORMANCE ENERGY

Energy regulation is a key requirement of our biological systems. The energy produced by and available to our brain-body systems is finite, but it can be used optimally or suboptimally. Certain states or conditions make it much easier or much more difficult for us to assign the appropriate amount of energy to our tasks. For example, chronic stress leaks our energy, since the brain-body system must direct resources to managing the physiology of anxiety and worry, which lowers the remaining energy available to complete actual tasks. In contrast, positive mood states mean that our energy is preserved, better concentrated, and more available for those tasks.

In the context of a group of brain-body systems, greater energy resources are available systemically (i.e., to any one team member and to the team as a whole) when many individuals cultivate positive mood states and prune or prevent negative ones together. Put differently, we can multiply our energy, streamline its use, and dramatically increase the yield from that use when we operate as a singular, energy-circulating entity.

The Paths of this Domain are visible in the outer sphere of the diagram below. The user averages are presented in grey for comparison:



Click on each Path to learn more.

Your Domain Summary

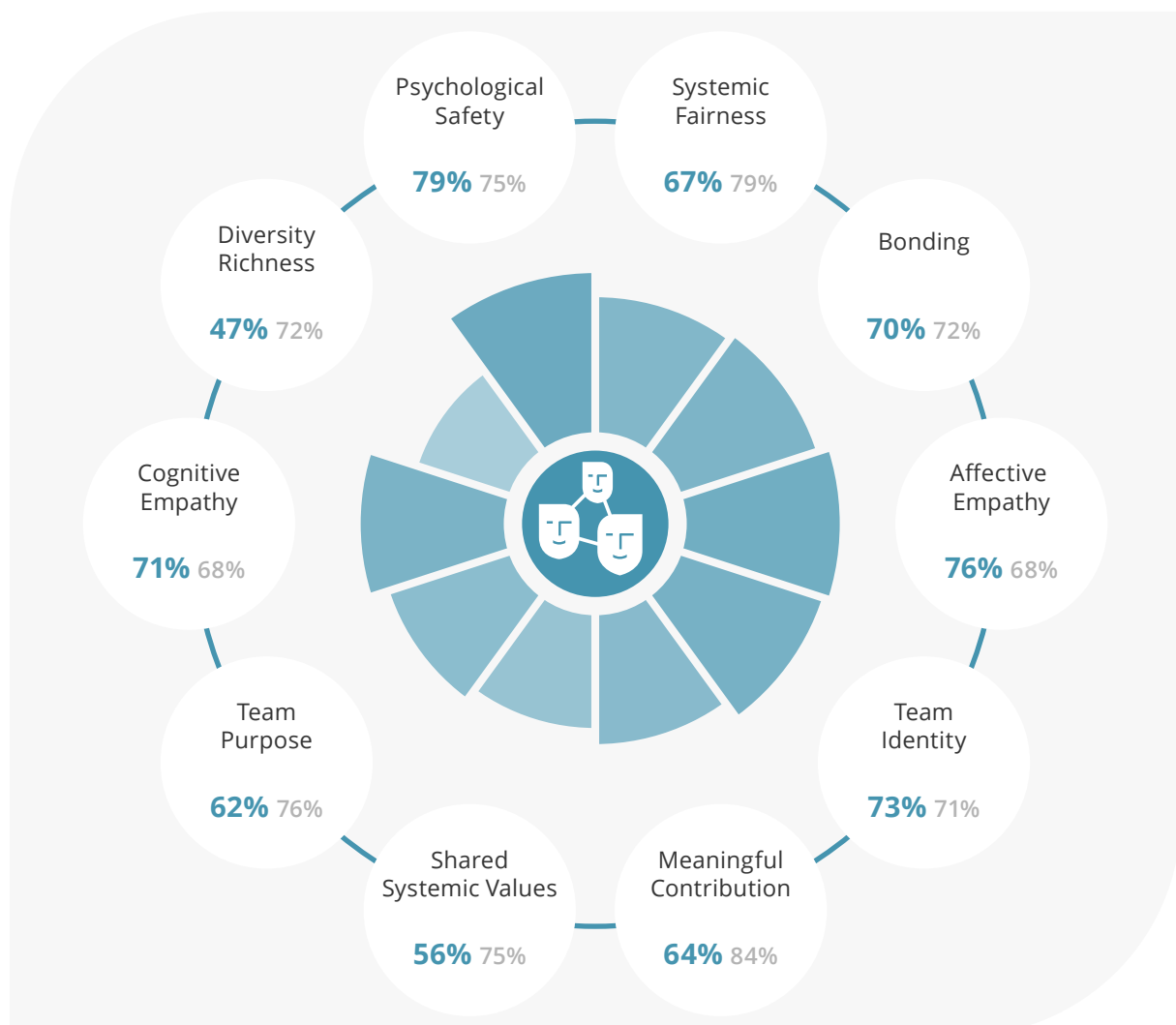


HIGH PERFORMANCE CONNECTORS

As already mentioned, human beings have an innate need to belong to groups and work well in them. Though the need has primitive origins, the reality of our modern working world reinforces it, for in order to stay on the curve of accelerating change and operate effectively in a professional capacity, we must collaborate with one another. Without good collaboration teams may not survive, let alone thrive. What precedes and enables effective collaboration is a strong degree of social safety, cohesion, and alignment among team members. The Connectors domain comprises interpersonal adhesives that enhance these dynamics.

From a systems perspective: when parts of the body are mistakenly registered as foreign by the immune system (as if not part of or connected the same organism), an auto-immune response follows. The system begins attacking itself. Likewise, if the connectedness of the team (i.e., the systemic feeling that its members belong to the same organism) is lacking, it may have and behave with a mistaken sense of internal threats. Connectors harmonize the parts of the collective organism, and so set it up to perform more healthily, resiliently, and highly.

The Paths of this Domain are visible in the outer sphere of the diagram below. The user averages are presented in grey for comparison:



Click on each Path to learn more.

Your Domain Summary

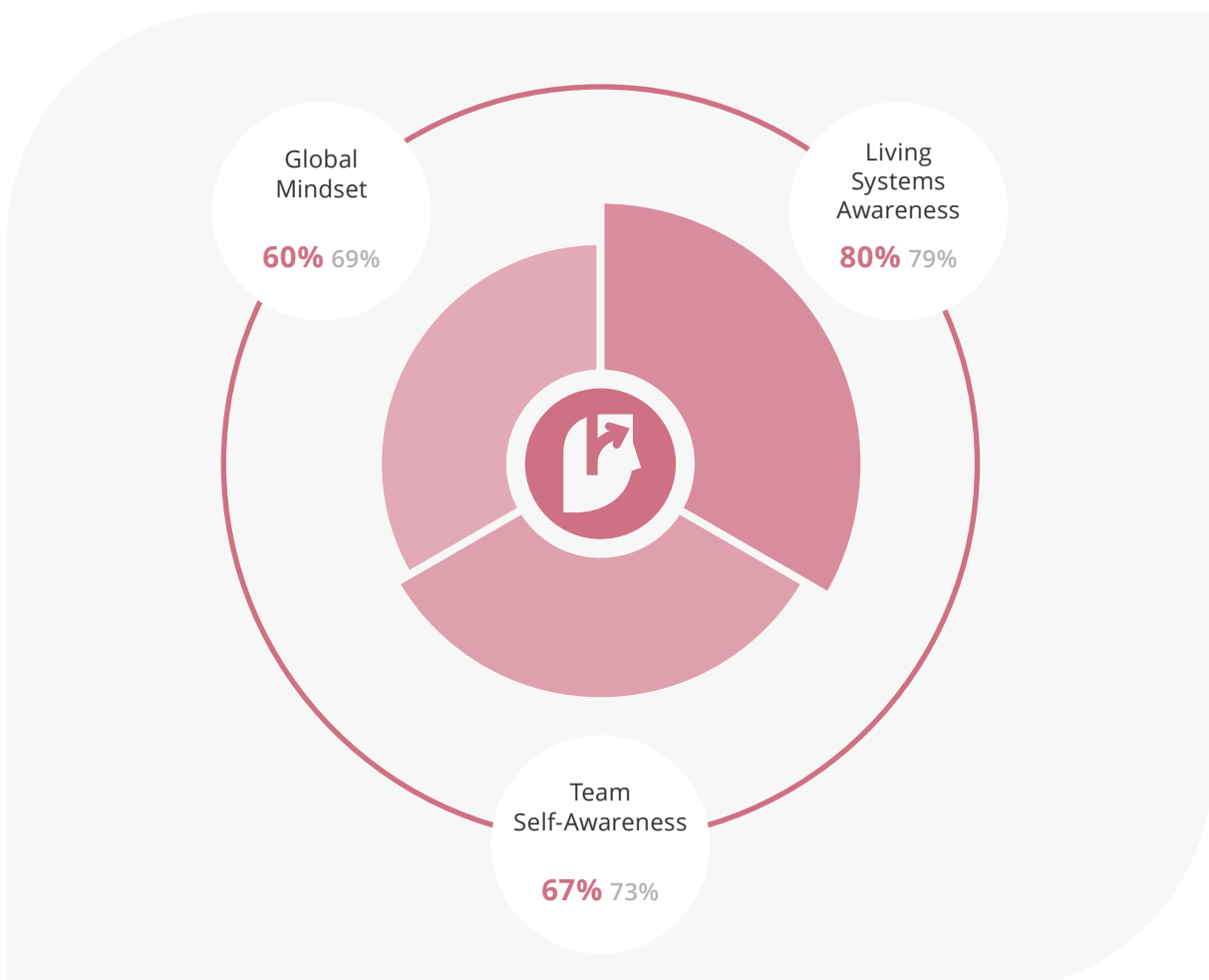


HIGH PERFORMANCE TRANSFORMERS

Transforming mindset, mental perspective, or how we think, is an integral part of optimizing our functioning. For an individual brain-body system, what lies between encountering a stimulus and making a response is perception (or how the stimulus is evaluated in the mind). Neuroscience has shown that subjective perception can have physiological effects. For example, seeing an obstacle as a challenge instead of a threat lowers the physiological stress response, meaning more energy is available to overcome that obstacle. Psychotherapy also attests to the power of mindset, for adjusting the way we interpret our emotions, relate to our thoughts, and understand our impulses is at the core of bringing about successful behavioral change to optimize how we experience and operate in life.

The Transformers domain consists of components that adjust the mindsets of the team as a larger entity, so that it can optimize how it interprets and responds to obstacles and opportunities. These mindsets revolve around the way the team thinks about itself: whether its members are aware of their individual value in, impact on, and contribution to the system as a whole; whether it shows self-awareness to safely share, evaluate, and learn from its mistakes, and whether its systems lens extends further out into the global market to pick up on trends in that even larger collective organism.

The Paths of this Domain are visible in the outer sphere of the diagram below. The user averages are presented in grey for comparison:



Click on each Path to learn more.

Your Domain Summary

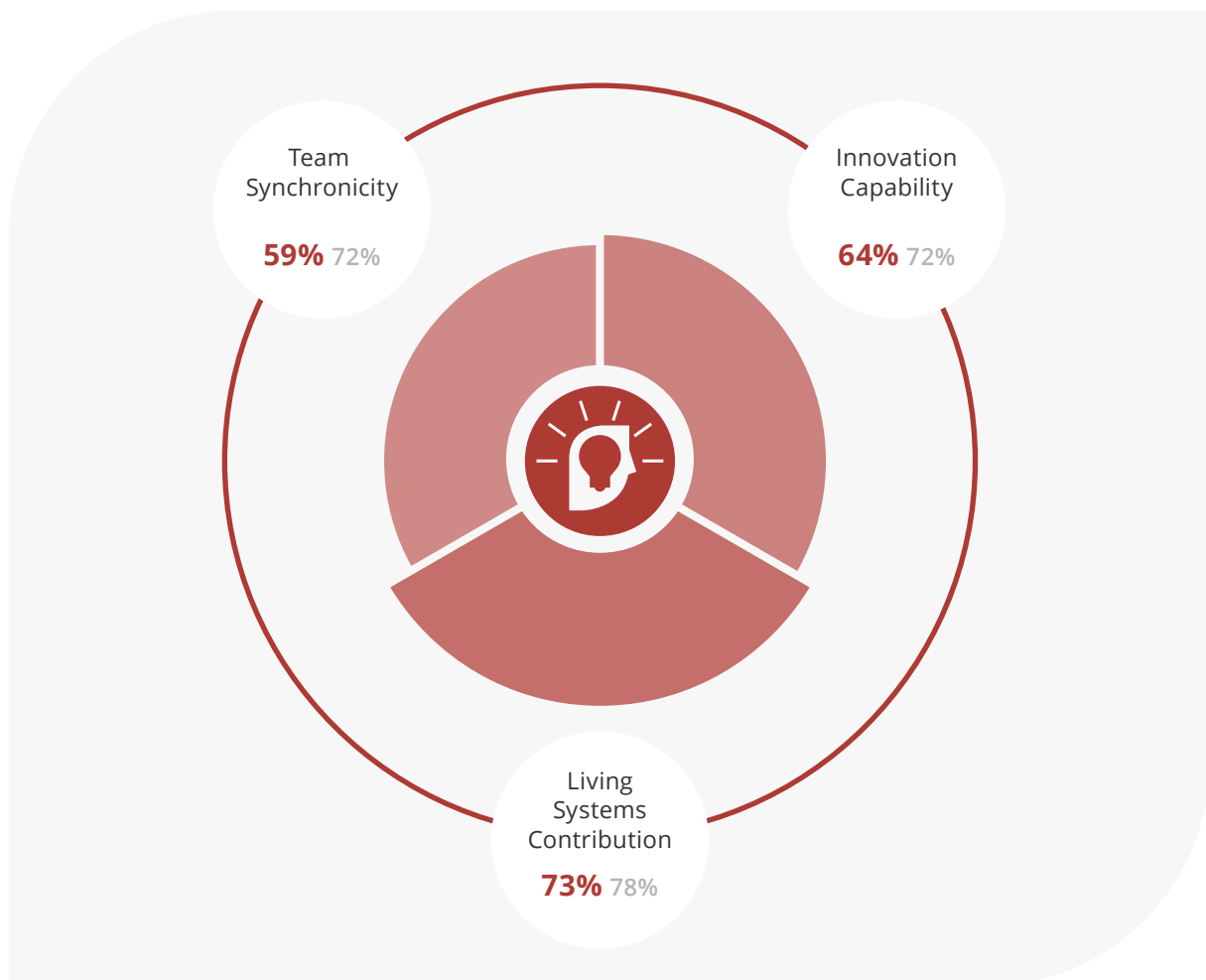


HIGH PERFORMANCE INNOVATORS

In a professional context, High Performance is often practically measured by the degree of innovation in our daily output. While there are indeed problem-solving behaviors- or Innovators – that can be optimized on an individual level, optimizing them on a team level can yield even greater innovative results. Take the scientific observation that when people in a group are collaborating well, the collective intelligence of that group will always prove superior to the highest individual intelligence within that group. Engaging in practices to nurture and best utilize your team’s collective intelligence will yield superior performance results.

These practices include encouraging several things: the wide and free collection and sharing of information, the use of diverse problem-solving techniques, the perception of the whole team being able to outperform the sum of its individual parts, and the synchronization of efforts for the good of collective problem-solving. When these components are present, science has found that team members’ brainwaves tend to synchronize with each other – thereby unlocking the high performance potential of the larger sentient collective.

The Paths of this Domain are visible in the outer sphere of the diagram below. The user averages are presented in grey for comparison:



Click on each Path to learn more.



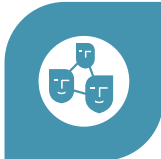

What Your Team is Doing Well

Your Top Six Paths

Below are the top six Paths that your team, as a single entity, is doing very well. Your team should make sure it keeps them up!

Please note that the Paths shown in this section are not necessarily the Paths in which you achieved the highest score. They are rather the Paths that your team is doing well at that also have the highest potential impact on your team's Resilience and High Performance capacity, according to the Neurozone® High Performance Code.

Hover over each Path to learn more.

- | | |
|--|---|
| <p>1 Team Humor</p> |  |
| <p>2 Psychological Safety</p> |  |
| <p>3 Team Work-Rest Balance</p> |  |
| <p>4 Team Identity</p> |  |
| <p>5 Living Systems Contributions</p> |  |
| <p>6 Team Self-Awareness</p> |  |

Your Top Six Recommendations

Below are the six Paths that represent the largest opportunity for improvement, personalized for your team. Your team should focus its efforts most on optimizing these!

Please note that the Paths shown in this section are not necessarily the Paths in which you achieved the lowest scores. They are rather the Paths that are currently least optimized that also have the greatest potential to improve your team's Resilience and High Performance capacity, as determined by the Neurozone® High Performance code. The final section of this report will expand on each Path with practical guidance on how your team can use it to enhance your team's Resilience and High Performance capacity.

Hover over each Path to learn more.

- | | |
|--|---|
| <p>1 Team Operational Effectiveness</p> |  |
| <p>2 Positive Mood State</p> |  |
| <p>3 Team Burnout Risk Reduction</p> |  |
| <p>4 Meaningful Contribution</p> |  |
| <p>5 Global Mindset</p> |  |
| <p>6 Innovation Capability</p> |  |

Your Top Six Recommendations Expanded

1 Team Operational Effectiveness



Team Operational Effectiveness refers to whether the team has a number of set procedures and management practices in place that enable it to work effectively, whether the team agreed on these procedures and systems, and whether the team knows what to prioritize at any given time. Ensuring that these operational structures and processes are dependable and reliable in a routine (rhythmic) way, and that they are aligned with the team's capacities to work efficiently, enables the living unit that it is to respond quickly and effectively to changes and to perform highly at its tasks.

Recommendation 1: Review current procedures and operational systems

Create an opportunity for the team to review the current procedures, management practices, and operational systems in place and to assess if they are indeed contributing to the efficiency of the team. Strive to have consensus among members about what is in place, and how and when to use it.

These alignments are essential for members of the team and for the organization as a whole to operate as "one" system.

Recommendation 2: Ensure effective task prioritization

Create the opportunity for the team to discuss what are currently the most important tasks (i.e., smaller bits of work of a greater project). Try to find a weekly routine of reevaluating current tasks in the pipeline, given that priorities may be continuously changing in a dynamic environment and in tandem with shifting team and organizational needs.

Also, encourage the team to reflect on their task prioritization ability. Has the team created a way to effectively reprioritize tasks? Does that system support the team and organizational needs? Does it assist individual members to work more effectively?

Your Top Six Recommendations Expanded

Recommendation 3: Create feedback loops on management practices

Create feedback loops between leaders and team members that focus specifically on management practices. These would refer to any practices by which team leaders manage and lead the team.

Encourage team members to reflect on and discuss with leaders whether these management practices are enabling the team to work effectively. What specifically about them is supportive? Is there still room for improvement?

Recommendation 4: Recognize and affirm behavior that supports operational effectiveness

Create opportunities to recognize and affirm team members who model operational effectiveness through their behavior. This can be done in a team forum and on a personal basis by team leadership and team members showing appreciation for these practices.

Your Top Six Recommendations Expanded

2 Positive Mood State



HIGH PERFORMANCE
ENERGY

Positive Mood State indicates whether the team has an overall sense of well-being and generally feels happy and content. This Positive Mood State means the team as a living system is not overly preoccupied with managing stress- and/or fear-related emotions, and therefore has more energy available to adapt to challenges and perform highly.

Recommendation 1: Expand the team's positive emotional vocabulary

By growing our emotional vocabulary (i.e. learning to identify feelings with specificity), we get better able to identify emotions in ourselves and others.

Create opportunities for the team to be taught on expanding their emotional vocabulary, such as using emojis or The Feeling Wheel to identify emotions. Focus on the understanding and recognition of positive emotions specifically.

Recommendation 2: Track positive emotions

Create opportunities for the team to identify the positive emotions that they have experienced over a period of time.

Encourage them to write down, and then share with each other, what positive emotions they've experienced as well as which activities, situations, or people were involved when they felt these emotions. These examples can be from inside or outside the team.

Your Top Six Recommendations Expanded

Recommendation 3: Act to increase positive emotions

Practice creating positive emotions as a team. Create opportunities where the team targets a specific positive emotion which they want to experience (e.g., joy).

Encourage team members to each think of situations or activities they've experienced that created joy and to plan how to fit those activities or others like them into their everyday life. Pick things that are realistic enough to do every day.

These could be identified through recollections of positive team experiences (e.g., storytelling or sharing photos of joyful events).

Recommendation 4: Recognize and affirm positive mood state behaviors

Encourage team members to cultivate gratitude and optimism. Specifically, encourage the team to share aspects of work and life they are grateful for, no matter how small or big. Also, encourage them to practice being more optimistic by sharing the opportunities that are ahead of them as a team.

Reflect as a team on the presence and impact of these behaviors on the sense of wellbeing in the team on a regular basis.

Your Top Six Recommendations Expanded

3 Team Burnout Risk Reduction



HIGH PERFORMANCE
ENERGY

Team Burnout Risk Reduction indicates how far away the team is from signs associated with chronic stress and burnout (i.e., generally feeling emotionally exhausted, worn out and fatigued, and overwhelmed by work expectations and demands; generally tending to withdraw from and feel irritated by people in the workplace; and exhibiting a general decline in its productivity and/or ability to do its job). Being chronically stressed means a lot of the team's energy gets directed towards managing and coping with these conditions, so that much less energy is available for it to complete its tasks and do so well.

Recommendation 1: Create awareness and understanding of burnout risks

Create a shared understanding in the team of behaviors causing and preventing chronic stress and burnout through exposing them to learning material and information on the topic, such as the Neurozone® Tutorial on Resilience-building.

Encourage team members to source their own information around burnout prevention and to share with one another practical tips on how to prevent burnout that works for them.

Recommendation 2: Prioritize work-rest rhythms

Prioritizing a rhythm of work-rest-work-rest promotes well-being and lowers the risk for burnout. Team leaders and members should normalize a work-life balance. In addition, lunch breaks and other small breaks in between work should be promoted to encourage this work-rest rhythm. Amend the team culture if overworking and lack of a work-life balance is rewarded; reframe overworking as a harmful trait.

Your Top Six Recommendations Expanded

Recommendation 3: Encourage resilience-building behaviors

Encourage team members to exercise, manage their diet, silence their minds, and maintain a healthy sleep/wake cycle.

Enhance the psychological and social safety in the team (e.g., team bonding, belonging, and identity).

Cultivate and strengthen optimism, curiosity, enthusiasm, and gratitude as team behaviors on a continuous basis.

Recommendation 4: Recognize and encourage resilience-building behaviors

Create opportunities to recognize and affirm team members who engage in activities that prevent burnout and build resilience.

This can be done in a team forum and on a personal basis by team leadership and team members showing appreciation and value for these types of behaviors.

Your Top Six Recommendations Expanded

4 Meaningful Contribution



HIGH PERFORMANCE
CONNECTORS

Meaningful Contribution refers to whether the team makes a meaningful contribution to its organization and stakeholders/value-chain partners, as well as whether it feels valued by the latter. If a team's contribution is not felt as meaningful to the larger system, then its sense of connectedness and importance to that larger system diminishes. As a result, the team's drive or motivation may deteriorate, and so it will not be set up to perform highly.

Recommendation 1: Define Meaningful Contribution

Create opportunities for the team to explore and define what meaningful contributions would mean to the various stakeholders (e.g. internal team members, the team leadership, and other organisational stakeholders).

Test and conclude with stakeholders whether the team's perception of meaningful contributions aligns with that of the stakeholders.

Regularly revisit and adjust the definition of meaningful contributions where needed to remain aligned with stakeholder expectations.

Recommendation 2: Recognize & affirm meaningful work contributions among colleagues

Encourage team members to express their appreciation to those they've witnessed or experienced making a meaningful contribution to the individual and/or the team.

Team leadership should recognize and affirm the team's collective meaningful contribution to the organizational stakeholders outside of the team, and should communicate the value that they attribute to these meaningful contributions.

Recommendation 3: Establish feedback between the team and stakeholders

Make time and encourage the team to think about and reflect on the ways in which members make a meaningful contribution to their organization and stakeholders.

Create a feedback channel between the stakeholders and the team through which the team can source and receive feedback on the levels of meaningful contribution as perceived by the stakeholders, as well as the value attributed to these contributions.

In addition to the above, the Team can consider attending the Neurozone® Resilience Tutorial on Meaningful Contribution together to create a shared learning experience.

Your Top Six Recommendations Expanded

5 Global Mindset



HIGH PERFORMANCE
TRANSFORMERS

Global Mindset refers to whether the team values the importance of global interconnectedness in business, mindfully cultivates an increasingly diverse global network, and stays on top of new international developments in the market. Not only does having a Global Mindset keep the team privy to new directions for innovation and problem-solving in its field, but it connects the team to the largest-scale living system in the biology of collectives: the entire human globe. Enhancing its systemic interconnectedness and the availability of information for innovation, Global Mindset therefore sets the team up for resilient adaptation and high performance.

Recommendation 1: Review the team's global footprint

Being connected to the bigger system (the globe) allows greater awareness for information, current events, and movements that could impact the team's effectiveness. Being mindfully aware of what is happening in the greater system thus enables the team to make decisions with more current, bigger-picture-type information.

Therefore, create an opportunity for the team to review its global footprint. How aware of and informed is the team of global developments in its field of work? Do members read articles related to international best practices in their field? Does the team have professional networks internationally? If they are operating in a global company, what collaborative networks with counterparts in different countries do they make use of to learn from and work with?

Recommendation 2: Enhance learning opportunities with global inputs

Having a Global Mindset enables awareness of more possibilities, opportunities, and awareness of broader barriers to success as a team.

Enhance the team's existing learning opportunities by intentionally sourcing them from global resources. For example, create the opportunity for the team to attend a webinar or listen to international speakers in its field of work.

In addition to creating learning opportunities, encourage members to share international articles/podcasts/videos that would be informative for the group and would promote a Global Mindset.

Your Top Six Recommendations Expanded

Recommendation 3: Foster and practice openness, flexibility, and curiosity around global sameness and difference

Curiosity is what leads us to ask questions on the way to the insights we need to understand the idiosyncrasies of global work. Foster curiosity by creating opportunities for “curiosity conversations” where team members explore things that are the same and different between, for instance, the way they currently work and other global practices.

Consider how open to change and flexible you are as a team to adapt to new practices.

Recommendation 4: Reflect on the presence and impact of a Global Mindset

Regularly reflect at team meetings on topics like the following: Has the team been considering global information when making decisions? Have team discussions involved international best practices? Has the team been sharing more information on international developments in the market? Has this impacted the team’s perspective? Has this impacted any ways in which the team works?

Your Top Six Recommendations Expanded

6 Innovation Capability



HIGH PERFORMANCE
INNOVATORS

Innovation Capability reflects whether innovation is a top priority in the team; whether leaders encourage the team to be curious and to gather as much relevant information/knowledge as possible when problem-solving; and whether the team uses innovative problem-solving techniques like breaking the problem down into smaller parts or using the 'what if?' question to solve it. The capacity for innovative problem-solving is limited and enabled by the extent to which innovative practices are encouraged not just within the team but the wider system in which the team operates. High Innovation Capability therefore sets the team up for higher performance.

Recommendation 1: Make innovation a top priority

The team leader should explicitly state that innovation is a priority in the team. Therefore, there is an explicit expectation that innovation should be prioritized.

To strengthen this, create opportunities that encourage team members to innovate. For instance, create time for the team to be creative, brainstorm, and think outside the box collaboratively. Set up a meeting once a week where the team is able to brainstorm and solve their most complex problems without restrictions so they can think outside the box and try to come up with new and exciting ideas.

Recommendation 2: Encourage the team to practice the generic parts technique

Practice the 'generic parts technique'. When a problem arises, see if the team can break it up into smaller components. Each person can provide inputs on how to break it up. Then encourage the team to look at each of the parts on its own and write down as many applications or characteristics that they can think of for each part. Now allow the team to look at the problem again as a whole and see if any novel solutions come to mind. As a team, reflect at the end of the process. How did the 'generic parts technique' impact your ability to solve the problem? How did it impact creativity? What did the team learn?

The more the team practices the 'generic parts technique', the more likely they are to unconsciously apply this to future problem-solving.

Your Top Six Recommendations Expanded

Recommendation 3: Encourage team members to challenge assumptions

Discourage group-think (i.e., sticking to familiar, entrenched ways of thinking for the sake of agreeing) during problem-solving. It is easy for a team to get stuck in their entrenched ways of thinking and therefore to limit their curiosity. It is important to encourage team members to challenge assumptions by asking “why?” and “what if?” questions as these will fuel curiosity.

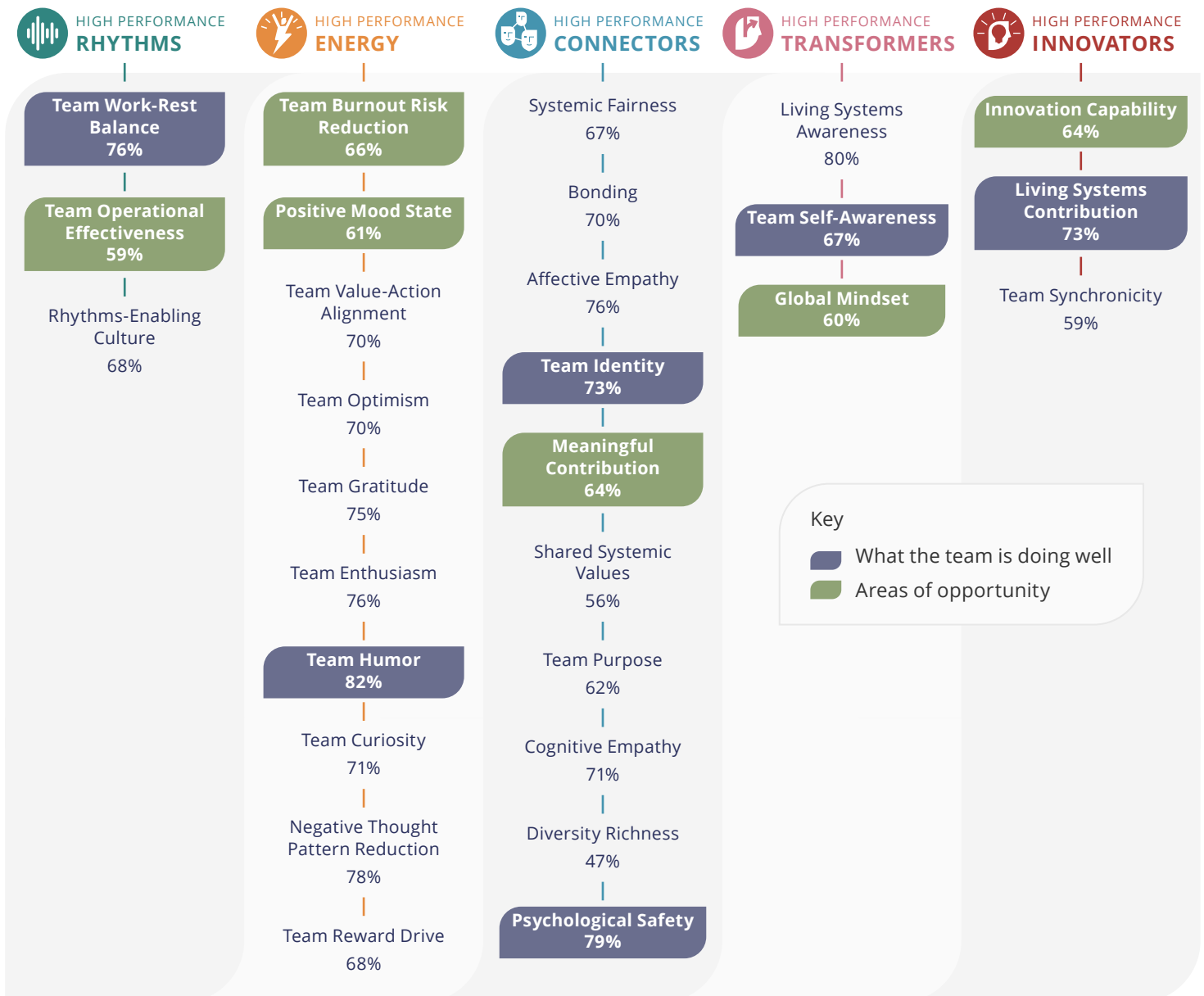
Curiosity is one of the most powerful tools we have. It can help a team grow, adapt more effectively to change, and create more innovative solutions. Therefore, developing a mindset of curiosity can help your team be even more successful.

Recommendation 4: Recognize and affirm innovative behavior

Create opportunities to recognize and affirm team members who display innovative behavior (e.g., are seen practicing the ‘generic parts technique’). This can be done in a team forum and on a personal basis by team leadership and team members showing appreciation.

Summary

Below is a detailed overview of the Synapse team profile indicating the team's top six areas of opportunity (recommendations), as well as what the team is doing well. Please note that the Paths earmarked as Areas of Opportunity are not necessarily the Paths in which you achieved the lowest scores. They are rather the currently least-optimized Paths that have the greatest potential to improve your team's Resilience and High Performance Capacity, as determined by the Neurozone® High Performance Code. The same goes for the Paths that your team is doing well: they are not necessarily the highest-scoring Paths, but those currently most-optimized that have the biggest impact on your Team's Resilience and High Performance capacity.



Thank you for granting Neurozone® the opportunity to assess the Synapse team. Should there be any queries, please don't hesitate to contact info@neurozone.com.

Kind Regards,

The Neurozone® Reporting Team