

Effective Teams

- **Clear goals**
- **A plan**
- **Established ground rules and norms**
- **Clear expectations and roles**
- **Defined decision process**
- **Clear communication**

P Scholtes: *The Team Handbook*

H Robbins and M Finley, *Why Teams Don't Work*

...and lots of others...

Establish team norms

- **Meeting start times?**
- **Email communication?**
- **Decision process?**
- **Role of team “leader”?**

Team “Rules of the Road”

- 1. I will respect every member of the team**
- 2. I will follow through on commitments and will only take on what I can complete**
- 3. I will support other team members**
- 4. I will attend all meetings, will arrive on time, and will email team in advance if I cannot attend**
- 5. I will check my e-mail daily**

Signatures:

FORMING

Task exploration, polite discussion, exploration of each other

STORMING

Disagreement, criticism of people (vs ideas), push for influence, posturing

NORMING

Definition of roles and behaviors, agreement on procedures, value recognition

PERFORMING

Goal/task orientation, mutual cooperation

Meetings

- **Facilitator/Scribe (rotate)**
- **Start **and** Stop times**
- **Agenda**
- **Record decisions**
- **Stick to agenda, stay on track**
- **Leave with action items (individual)**

Team exercise

- **Using the agenda form, create an agenda for the team meeting you are about to start**
- **~6 min**