

TEAMS

None of us is as smart

as all of us

Definition of a Team

A group of individuals who are committed to achieving common objectives; who meet regularly to identify and solve quality problems; who work and interact openly and effectively together; and who produce high quality results.

Reasons for Teams

More ideas

Better ideas

Workable solutions and decisions

Increased participation

Willingness to take risks

Quality of work life

More ownership

No one functions independently

We're all on the same team

Benefits of Team Decisions

Bring in different ideas

People are committed

Learn from others

Increased autonomy

Better decisions

Improved teamwork and relations

What Makes a Good Team?

1. Everyone participates.
2. Members solicit input and listen.
3. Decisions are reached by consensus.
4. The team mission is understood.
5. Ideas are challenged, not people.
6. Atmosphere is friendly.
7. Agendas are established.
8. Decisions are recorded.
9. Progress is measured.
10. Work toward a single objective.

Team Role: Leader

Information Path:

- Primary path for information between team and management
- Communicates each step to management
- Provides access to information the team needs to function

Officer of Team:

- Arranges for meeting place and needed equipment
- Informs team members of meeting place, time and agenda
- Assists in adjusting workload of team members so they can participate freely in the meetings
- Makes certain records are kept up to date

Leader of the Team:

- Makes certain the meetings start on time
- Confirms that the recorder is ready to record the essence of the meeting
- Conducts check in
- Fine tunes agenda
- Provides for visual note-keeping (white board, flip chart, etc)
- Keeps the meeting on track, conforming to time constraints
- Encourages participation by all members
- Discourages domination by one or more members
- Maintains order during the meeting
- Brings the meeting to closure by reviewing accomplishments, checking schedules for future meeting and asking for a checkout

Evaluator

- Gives the team its charge and makes certain the team stays on track
- Keeps the team moving in a forward direction
- Continuously evaluates the team and the process for effectiveness and viability
- Follows up on late reports to team members, member absenteeism and tardiness, and failure to complete individual assignments

Team Role: Member

Supporter of the Process:

- Supports the quality improvement process
- Has an excess of patience and compassion
- Trusts that their effort will make a difference

Active Participant:

- Attends all meetings, absent only when unavoidable
- Punctual
- Makes certain they will not be interrupted during the meeting
- Comes to the meeting prepared
- Participates fully during the meetings
- Asks for data to support conclusions
- Does not let good ideas or appropriate actions die
- Ready, even eager to learn and put new ideas to use
- Stands up for what he or she believes
- Willing to compromise

Team Role: Scribe

Note Taker:

- Takes notes on key issues and decisions, capturing only the essence, not the detail (unless critical to understanding the discussion)
- Includes (in the report) copies of handouts, visuals and other materials shared during the meeting
- Makes certain that assignments are noted in the report of the meeting
- Makes the report legible (type, print) for reproduction
- Forwards copies of the report (including date, time and agenda for next meeting) to team members as quickly as possible
- Best if rotated among all members (possibly including the leader)