



BUILDING EFFECTIVE TEAMS

**QUALITY CARE COMMUNITY CONFERENCE X
QCC X**

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LABOR-MANAGEMENT PROJECT

Creating Team Effectiveness

ASSIGNING GOAL:

1. Define the **Vision** of the team

- A vision statement expresses where you want to go and where you want to be. It describes the image of your future existence.

2. Define the **Mission** of the team

- A mission statement describes how you organize your activities to achieve your future state

3. Describe the **Goal** of the team

- What is the purpose of the team?
- What is the opportunity? [Area(s) for improvement?]



ROLES/RESPONSIBILITIES:

Clarify Members' Role Responsibilities In & Between Meetings

1. SPONSORS:

- **Support team** in receiving **needed information, supplies and support** from other staff
- **Break down barriers**
- Help make **changes happen**
- **Promote the team** and get buy-in from others to support the team
- **Receive report-outs** regularly and provide guidance
- Keep **the projects and processes aligned with the shared values** of labor and management
- Keep projects **aligned with strategic goals** of the team
- **Provide information to co-chairs** that needs to be shared with team members and/or attend meetings as necessary or as invited
- **Share** appropriate team information at all levels of the organization

2. CO-CHAIRS (labor and management):

- **Lead discussion** of the issues, and **keep members focused on the content** of the meeting.
- Usually **develop and disburse meeting agendas & minutes** (with help of committee members).
- **Ensure follow-through between meetings**, and act as the **champion** of the overall mission of the group.
- Provide **relevant information** and **gather feedback** from constituents
- Ensure that **ground rules are respected**.
- **Attend to Committee member development** and hold members accountable for commitments they make
- **Report out** and engage with Sponsors in problem-solving, building projects, etc

3. MEMBERS:

- **Contribute ideas**
- Develop and **engage in project work**
- **Analyze data, make decisions**
- **Engage other staff** with the team work and **plan future work**
- **Share relevant information** with constituents
- **Gather feedback** from constituents
- Equally share the **responsibility for effective meetings.**

4. GUEST/RESOURCES:

- Employees who have **specific knowledge useful to the work** of the team
- **Attend meetings as needed** to share or receive information from team
- **Support** specific projects or areas of work by the team
- **Request support** from team for projects or processes

5. FACILITATOR:

- **Safeguards** the effective **process of the meetings**, and identifies behaviors that inhibit or enhance the meeting's effectiveness
- Advises the team on **tools for effective committee meetings** and consults with the committee on matters of group dynamics at critical points during a meeting.
- The Consultant may perform this role in the early stages of development. Once the co-chairs feel comfortable with these skills, this role is handed over to the co-chairs

6. *RECORDER/SCRIBE:

- Keeps **meeting minutes**, ensures their accuracy by facilitating review by all participants, and distributes them. May assist with **agenda preparation.**

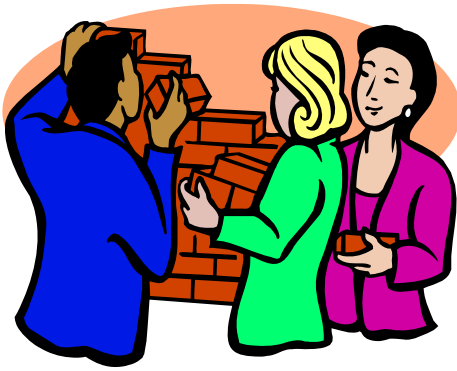
7. *TIMEKEEPER:

- Keeps track of discussion and **alerts** participants **when discussion of specific topics is going over the time allotted.**
- **Encourages** members to be on time and that the meeting start on time!

8. SUBCOMMITTEE MEMBERS:

- Actively **work on any project or task** assigned to them by the team. Communicate and report all work to the team.

*Depending on your group's size, it's common for several of these roles to be combined and/or rotated among group members.



PROCEDURES:

Have you

1... agreed upon how you will arrive at decisions?
2... established MEETING ground rules for all members to abide by?
3... determined schedule and location for meetings?
4... decided upon agenda items each meeting : what are the standard items, how will members contribute ideas, when will the agenda be distributed, by whom and how?
5...decided how minutes will be handled: what will and won't be included, who will produce and/or review, how and by when they will be distributed?
6...established a process for reports to and from Sponsors ?

Determine the Level of Decision-Making.

- Who are the decision-makers?
- What level of decision-making are you agreeing to / delegating to decision-makers?
- Are there specific aspects of this goal that must be brought to a higher authority? What? And whom?
- What will the decision-making process be?
- Are there other limits (e.g., cost, time constraint, related contractual constraint, etc.) to this team's work?

Determine Resources to be provided.

- Special training or information to be given to the team?
- Designated advisors, trainers, facilitators, etc?
- Other?



Define Ground Rules for Meetings

- Participants will identify norms of behavior for the team
- Ground rules are a collective decision that should be honored and respected by all.

Define Communication and Reporting Expectations.

- Key points at which to report to the **Sponsors** and the format expected.
- Expected communication to **staff and specific departments**.
- Process for communicating to and getting feedback from constituents?
- Minutes of meetings

RESULTS/RELATIONSHIPS:

Define how we will **behave with each other**

- How do we want to be treated?
- What is our agreement on how we will respond to each other during times of strife?

