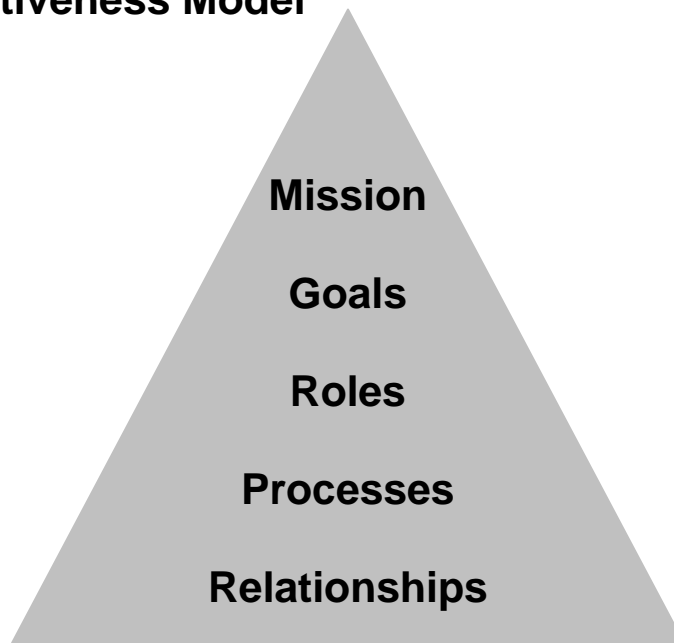

Team Effectiveness Model



Mission: Overall purpose of the group.

Goals: A shared understanding of what the team is to accomplish.
Products, Deliverables, and Priorities.

Roles: A shared agreement on who will do what part of the work so the sum of the individual efforts is the successful achievement of the stated goals.
Structure, Role Responsibilities, Accountabilities, Competencies, Qualifications

Processes: A shared agreement on what processes and procedures the team will use to coordinate and integrate the work, make decisions, and resolve issues. In the course of discussing goals, roles and procedures, the team members begin to establish a way to work with each other.
Solving Problems and Making Decisions, Communicating, Managing Conflict, Completing Tasks, Planning, Meetings, Managing Change, Evaluating, Performance

Relationships: Mutual respect and trust on which effective collaboration is built.
Positive intention, Support, Inclusion, Involvement, Value diversity, Listening, Feedback, civil disagreement

Many conflicts that surface in teams are not “personality” conflicts; they are the result of disagreements over team goals, member roles or operating procedures. Taking time as a team to clarify goals, roles and procedures goes a long way toward preventing or reducing interpersonal conflict.

Adapted from the work of Irv Rubin