

## **Collaborative Team Checklist**

### **TEAMS**

- share common beliefs and work toward common goals
- establish and share roles and responsibilities
- establish mutually agreed upon methods for meetings
- are willing to share personal feelings and insights
- continue to change and grow
- have fun!

### **ROLES AND RELATIONSHIPS**

- roles and responsibilities are clear
- lines of communication are clear
- expectations regarding work performance (quality, timeliness, etc.) are similar

### **TEAM MEETINGS**

- meet regularly and consistently
- sit facing toward each other at meetings (in a circle)
- have an agenda (agreed upon in advance)
- begin with celebrations, sharing, or other positive note
- have a facilitator (regular or rotating)
- have facilitator(s) who effectively keep the discussion on track
- hold no one solely responsible for success/failure of team actions
- share group tasks, responsibilities and group leadership
- keep to scheduled time limits

### **TEAM INTERACTIONS**

- encourage each other to interact and participate in problem-solving and decisions
- engage in active listening

- give eye contact to the speaker
- wait until others complete speaking before speaking yourself
- when necessary, repeat or paraphrase the speaker to ensure understanding
- make decisions by consensus
- poll each other for understanding of issues/ideas
- criticize ideas but not each other
- share decision making credit (use "we" and "us" vs. "I" and "you")
- demonstrate value for others' opinions
- be flexible when necessary
- develop action plans, follow up on decisions, and monitor issues as part of the agenda of following meetings
- openly communicate (and agree to disagree at times)
- set rules for methods to deal with controversial issues or subjects
- criticize ideas and not people
- accept criticism of ideas without being defensive
- generate lots of potential solutions to an identified problem
- review how they are doing and give each other feedback on how they are doing as a team

## **CONFLICT RESOLUTION METHODS**

- remain calm
- look at the speaker
- don't interrupt the speaker
- don't adopt a defensive posture
- listen to what is being said
- check the accuracy of the message (don't assume)
- validate the other person's feelings
- try to imagine the other person's point of view
- use a tone of voice which is calming
- avoid tones which suggest impatience, disgust, or sarcasm
- speak clearly and slowly at a moderate volume
- attempt to reach agreement on a mutual goal and next steps
- plan to return to the issue with ground rules or with an agreed-upon agenda