

RESPONSIBILITIES IN TEAM BUILDING

| | Process Consultant | Team Leader & Sponsor | Team Members |
|-------------------------------------|--|--|---|
| Contracting | <ul style="list-style-type: none"> • <i>Confirm consulting objectives and outcomes.</i> • <i>Establish realistic expectations.</i> | <ul style="list-style-type: none"> • <i>Identify and communicate team objectives.</i> • <i>Provide resources for team success.</i> | |
| Diagnosis | <ul style="list-style-type: none"> • <i>Identify team strengths and weaknesses.</i> | <ul style="list-style-type: none"> • <i>Share analysis of the team and situation.</i> • <i>Sell the benefits of consultation.</i> • <i>Eliminate or minimize organizational barriers.</i> • <i>Reinforce consulting process.</i> • <i>Encourage team cooperation.</i> | <ul style="list-style-type: none"> • <i>Share analysis of the team and situation.</i> |
| Facilitation & Coaching | <ul style="list-style-type: none"> • <i>Facilitate team sessions.</i> • <i>Encourage discussion.</i> • <i>Work toward process objectives.</i> • <i>Observe and comment on team dynamics.</i> | <ul style="list-style-type: none"> • <i>Allow time for team meeting.</i> • <i>Encourage openness.</i> • <i>Listen to feedback.</i> • <i>Prepare all team materials.</i> • <i>Encourage team cooperation.</i> • <i>Reinforce consulting process.</i> | <ul style="list-style-type: none"> • <i>Participate.</i> • <i>Attend all team sessions.</i> • <i>Listen.</i> |
| Debriefing & Documenting | <ul style="list-style-type: none"> • <i>Determine if team still needs a consultant. Ensure team is back on track and team leader comfortable with next steps.</i> | <ul style="list-style-type: none"> • <i>Track team progress.</i> • <i>Request help when needed.</i> • <i>Communicate team results to sponsor.</i> • <i>Eliminate or minimize organizational barriers.</i> | <ul style="list-style-type: none"> • <i>Complete assigned follow up actions.</i> |