What is a team anyway?

A team is a small number of people with complementary skills who are committed to a common purpose, performance goals, and approach for which they hold themselves mutually accountable¹

- Small Number
- Complementary Skills
- Common Purpose & Performance Goals
- Common Approach
- Mutual Accountability

Section H
Team Norms and Communication

COMMUNICATION ROADBLOCKS

- Directing
- Moralizing
- Interrupting
- Persuading
- Judging
- Ridiculing
- Name Calling
- Warning

Listening Skills

- Stop talking.
- Engage in one conversation at a time.
- Empathize with the person speaking.
- Ask questions.
- Don't interrupt.
- Show interest.
- Concentrate on what is being said.
- Don't jump to conclusions.
- Control your anger.
- React to ideas, not to the person speaking.
- Listen for what is not said. Ask questions.
- Share the responsibility for communication.
Section H
Team Norms and Communication

Listening Techniques

- Critical Listening
  - Separate fact from opinion.

- Sympathetic Listening
  - Don't talk - listen.
  - Don't give advice - listen.
  - Don't judge - listen.

- Creative Listening
  - Exercise an open mind.
  - Supplement your ideas with another person's ideas and vice versa.

Talking Chips *

- Each person selects one 'totem' (e.g., your pen).
- If you want to talk, place your 'totem' in the center of the table (or out in front of you).
- First come first talk, so to speak.
- While your 'totem' is still in the center of the table, you cannot talk again until everyone's 'totem' is in the center of the table OR the current discussion topic is completed.
- When all of the 'totems' have been used or the current discussion topic is complete, the 'totems' are retrieved and the process begins anew.