

Objectives

- Define characteristics of effective meetings
- Identify task (practical) and process (personal) communication methods used by team members.
- Identify the roles and responsibilities of team members
- Commit to the Meeting Code of Conduct
- Participate in a team activity

Why Meet?

- Provide Information
- Brainstorming/generate ideas
- Make decisions
- Collecting opinions and information
- Review progress or status
- Identify and solve problems
- Set goals and plan actions
- Resolve conflicts of interest

Effective Meetings Balance...

Task Needs...

- To make good decisions and plans
- To focus on the meeting topic
- To finish on time

Task Issues...

- "What?"
- "Why?"



Process Needs...

- To feel valued and respected
- To be listened to
- To have a chance to contribute

Process Issues...

- "How?"

Task Team Behaviors...

Some task roles played by team members are as follows:



Information Giver: Offers authoritative information or data.



Information Seeker: Asks for clarification or accuracy of statements.



Opinion Giver: States belief or opinions relative to the discussion.



Elaborator: Expands on ideas and suggestions.



Clarifier: Establishes criteria for evaluating opinions, ideas, or decisions.



Standard Setter: Establishes criteria for evaluating the team's opinions, ideas, or decisions.

Process Team Behaviors...

Some process roles played by team members are as follows:

**Encouraging:**

Being open to others' opinions or feelings even if they are different.

**Gatekeeping:**

Openly taking interest in what others say, and facilitating communication.

**Listening:**

Paying close attention to what others talk about.

**Harmonizing:**

Negotiating or relieving tension when appropriate.

**Accepting:**

Respecting and promoting differences.

**Supporting:**

Giving team members compliments about team's successes.

Dysfunctional Team Behaviors...

Some of the dysfunctional task behaviors are as follows:

**Condescending:**

Putting down team member contributions...making other's feel stupid.

**Bully:**

Being inconsiderate of other team member's needs.

**Avoiding:**

Not paying attention to facts or relevant ideas.

**Withdrawing:**

Acting passive or indifferent, wandering from the subject or discussion.

**Joking:**

Excessive playing around, telling jokes, and mimicking other members.

**Dominating:**

Excessive talking, interrupting others, criticizing, and blaming.