

Group Behaviors Handout

In order to be effective when working together; we all need to be aware of individual and collective behaviors.

Behaviors That Help Effectiveness:

Behavior	Description
Listens Actively	looks at the person who is speaking, asks probing questions and acknowledges what is said by paraphrasing point(s) made
Supports	encourages others to develop ideas and make suggestions; gives them recognition for their ideas
Probes	goes beyond the surface comments by questioning teammates to uncover hidden information
Clarifies	asks members for more information about what they mean; clears up confusion
Offers Ideas	shares suggestions, ideas, solutions, and proposals
Includes Others	asks quiet members for their opinion, making sure no one is left out
Summarizes	pulls together ideas from a number of people; determines where the group is at and what has been covered
Harmonizes	reconciles opposing points of view; links together similar ideas; points out where ideas are the same
Manages Conflicts	listens to the views of others; clarifies issues and key points made by opponents; seeks solutions

Behaviors That Hinder Effectiveness:

Behavior	Description
"Yeah But's"	discredits the ideas of others
Blocks	insists on getting one's way; doesn't compromise; stands in the way of the team's progress
Grandstands	draws attention to one's personal skills; boasts
Goes Off-Topic	directs the conversation off onto other topics
Dominates	tries to "run" the group through dictating and bullying
Withdraws	doesn't participate or offer help; doesn't support others
Devil's Advocate	takes pride in being contrary
Criticizes	makes negative comments about people or their ideas
Personal Slurs	hurls insults at other people