

## **Productive Team Behaviors**

**Researchers suggest that Members of High Performing Teams—**

### **Seek Information**

*Ask questions*

*Ask for help*

*Ask for clarification, facts, and opinions*

### **Give Information and Opinions**

*Contribute ideas, expertise, materials*

*Elaborate by giving examples and personal experiences*

*Offer differing perspectives*

### **Coordinate/Make Sense**

*Suggest or show relationships*

*Pull ideas together*

### **Summarize**

*Listen actively, reflect on what others are saying*

*Paraphrase, restate positions, comments*

### **Encourage**

*Express feelings*

*Express warmth and empathy toward group members*

*Acknowledge contributions of others*

*Reinforce others' ideas*

*Express support and acceptance*

*Ensure everyone's participation--not forcing contributions but inviting them*

### **Mediate**

*Reconcile differences, Seek common ground*

*Suggest options*

*Offer compromises*

*Test to see if nearing consensus*

*Suggest criteria*

### **Relieve Tension**

*Use humor to enhance group cohesiveness*

*Exhibit self-control*

*Disagree without criticizing*

*Work to resolve conflicts productively*

### **Stay on Task**

*Continue to engage in activity*

*Keep others focused on the issue*