Good Group Handout

by Craig Freshley

Characteristics of High Functioning Groups

- **Understanding first**
  - Open minded
  - Assumptions cause problems
- **Direct communication**
  - Go directly to the source
  - No gossip or hear-say
  - Got a problem with your neighbor, talk to your neighbor
- **Personal responsibility**
  - I am responsible for what I do and how I look at things
  - I can change my own attitudes and behaviors – I can't change others
  - The question is not what you should do to make things better, but what am I going to do to make things better?
- **Public praise – private criticism**
  - Make each other look good
  - Criticism only when invited and in private
  - Criticism of the behaviors separate from criticism of the person
- **Clear expectations**
  - Mismatched expectations cause resentments
- **Well defined roles and responsibilities**
  - Good boundaries
  - Mind my own business
- **Shared vision**
  - Working toward the same thing
  - Common understandings
- **Respect for each other**
  - Assume best intentions
  - Compassion
  - Recognize and appreciate the best in each
- **Leadership**
  - People lead by example
  - Rationale is provided for decisions
  - Risk taking encouraged and supported

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