TEAM CHALLENGES - HOW WILL YOU OVERCOME YOUR OBSTACLE?

(a team disagreement or other challenge)

YOU HAVE CHOICES....



Team members communicate directly with each other, with the goal of addressing challenges, using tools and skills gained through team coaching support.

NEGOTIATION



Team members communicate with facilitation support provided by a neutral person outside of the team*. This person assists the team to resolve the situation, yet doesn't make decisions for the team. Other support can also be offered.

FACILITATION



Concerns, issues, and actions are documented by the team.

Team members communicate with mediation support provided by a neutral person outside of the team*.

Team members may or may not be in the same room at the same time while the neutral person* assists the team to resolve their challenge.

MEDIATION

Together team members prepare a *Note of Concern* and share it with all team members and with people outside of the team*.

The Team Coach works with the team to support successful resolution, and the Program Head and/or Instructor(s) may also participate.

Team member(s) may be required to write a **Letter of Commitment** to resolve the challenge.

If the issue remains unresolved, the Program Head may issue a *Letter of Expectation* to the team member(s).

The Team Coach, Instructor(s), Program Office and the team may be part of this process.

If necessary, team member(s) may be required to withdraw from the course and/or program as directed by the Dean.

LETTER OF EXPECTATION

NOTE OF CONCERN

Most control over decisions and outcome.

Least control over decisions and outcome.

* Involves the Team Coach and may also involve the Instructor, Program Office, and/or Program Head. Details of these processes can be found in RRU's document: "Working Through Team Challenges".

