

Identifying Interpersonal Team Norms

In order for a group or team to be successful, members need to find a way to interact that is both productive and effective. These types of interactions happen when members recognize and follow the norms of the team. Depending on the goals of the team and the values of its individual members, these norms can differ. It can also be hard for teams to identify what these norms are that lead to success and how to enact on them. The following exercise is to help you and the team create norms and brainstorm ways to put the norms into action. As the advisor you can facilitate the activity and conversations that follow.

Steps:

1. Divide the team into small groups – depending on the size this could be pairs or groups of three. Each group should have a *Team Interaction Chart* (example included below).
2. Instruct the small groups to do the following things:
 - a. In the first column, make a list of key interpersonal skills that teams must practice to be successful. This can be skills that the team may or may not currently exhibit.
 - b. In the second column, create norm statements based upon the list of skills in the first column.
 - c. In the last column, brainstorm actions the team and individuals can make to both practice and reinforce these norms.
3. Once the groups are done, have a spokesperson from each group share what they came up with.
4. Afterwards have a discussion about these norms and have them create a master list of norms. This list can be hung in their office space if they have one or kept in an area that all team members have access to.

Key Interpersonal Skills	Norms	Actions to Take
Ex: Think before you speak	Listen to learn	Be aware of not interrupting as other speak