

SAC QUICKtips: SAP TEAM EFFECTIVENESS

The following commonly regarded tips from a variety of sources offers good advice about how SAP teams can function.

Well-functioning teams:

1. Have team goals that are developed through a group process of team interaction and agreement in which each team member is willing to work toward achieving these goals.
2. Have team members actively showing participation.
3. Share roles to facilitate the accomplishment of tasks and feelings of group togetherness.
4. Have team members demonstrating commitment by attending all meetings, being on time for meetings, remaining until the close of the meeting, and by fulfilling responsibilities assumed for SAP work.
5. Use feedback freely as a way of evaluating the team's performance and clarifying both feelings and interests of the team members. When feedback is given, it is done with a desire to help the others.
6. Use team decision-making involving a process that encourages active participation by all members.
7. Have distributed and shared responsibilities among team members, and individuals willingly contribute their resources as needed.
8. Use problem solving best practices.
9. Discuss team issues, and team effectiveness critiquing is encouraged by all team members.
10. Do not suppress conflict. Team members are allowed to express negative feelings and confrontation within the team which is managed and dealt with by team members. Dealing with and managing conflict is seen as a way to improve team performance.
11. Identify, recognize, and use team member resources, talents, skills, knowledge, and experiences.
12. Encourage risk-taking and creativity. When mistakes are made, they are treated as a source of learning rather than reasons for punishment.

Resources on prevention.org – Professional Resources – Student Assistance Center
Levels of Development Workbook, Navigating the Course, SAP Implementation Guide, Best Practices Formative Assessment Tool