# Team Roles and their Performance Criteria

1. Facilitate the team process, keeping it enjoyable and rewarding for all members.
2. Make sure each member has a role and is performing within that role.
3. Ensure that all team members can articulate and apply what has been learned.
4. Manage time, stress, and conflict.
5. Accept accountability for the overall performance of the team.
6. Contribute to the group as an active learner.
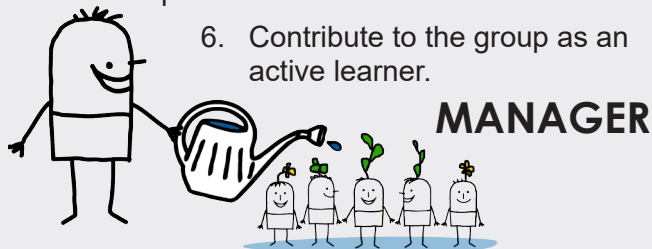
MANAGER

RECORDER

1. Record team roles and instructions at the beginning of a task or activity.
2. Record and collect important information during an activity, integrating and synthesizing different points of view.
3. Document group decisions and discoveries legibly and accurately.
4. Accept accountability for the overall quality of any Recorder's Report.
5. Control information flow and articulate concepts in alternative forms if necessary.
6. Contribute to the group as an active learner.

REFLECTOR

1. Assess performance, interactions, and the dynamics among team members, recording strengths, improvements, and insights.
2. Listen and observe well.
3. Accept accountability for the overall quality of any Reflector's journal.
4. Intervene with suggestions and strategies for improving the team's processes.
5. Contribute to the group as an active learner.

1. Question and check any assumptions being made.
2. Figure out why the expected level quality is not being met.
3. Be constructive in helping the team improve its level of learning.
4. Contribute to the group as an active learner.
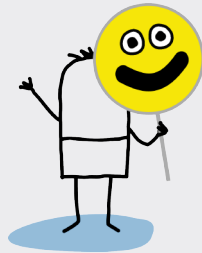
CRITICAL THINKER
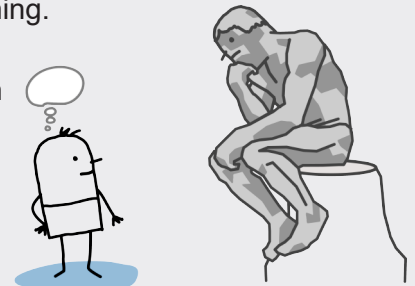
SPOKESPERSON

1. Speak for the team when called upon to do so.
2. Ask questions or request clarification for the team.
3. Make oral presentations on behalf of the team.
4. Use the Recorder's journal to share the team's discoveries and insights.
5. Collaborate periodically with the Recorder.
6. Contribute to the group as an active learner.

OPTIMIST

1. Focus on why things will work.
2. Keep the team in a positive frame of mind.
3. Look for ways in which team discoveries can be applied or used to the team's advantage.
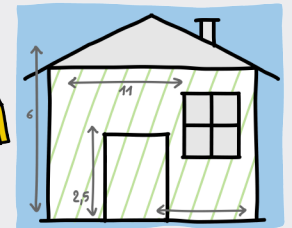4. Contribute to the group as an active learner.

TECHNOLOGY SPECIALIST

1. Use the available technological tools for the team activity.
2. Listen, converse, and collaborate with team members; synthesize inputs, try suggestions and/or follow directions for the technology.
3. Retrieve information from various sources and manage the resources and information.
4. Help team members understand the technology and its use.
5. Be willing to experiment, take risks, and try things.
6. Contribute to the group as an active learner.

CONFLICT RESOLVER

1. Make sure that team members are respectful to each other.
2. Ensure that each team member is heard and acknowledged and ensure that issues between people are not ignored.
3. Check that team decisions are consistent with the team's desired outcomes.
4. Contribute to the group as an active learner.

PLANNER

1. Review the activity, develop a plan of action, and revise the plan to ensure task completion.
2. Monitor the team's performance against the plan and report deviations.
3. Contribute to the group as an active learner.

SPY

1. Eavesdrop on other teams during an activity to gather information and seek clarification of direction.
2. Relay information that can help the team perform better.
3. Contribute to the group as an active learner.

Effective teamwork involves a great deal more than putting people together in a group with a task to work on!

The effectiveness of teamwork is greatly enhanced by having a mission or common vision, using team roles, having a plan, and assessing the performance of the team as a whole, as well as the performance of individuals within the team.

Define team mission → **Build the team** → **Create a plan** → **Implement the plan** → **Assess team performance**