

Help / Hinder List¹

Help

- Be on time / be prepared
- Participate, volunteer
- Engage in open, honest communication
- Listen to understand; speak to be understood
- Stick to the agenda
- Build on others' ideas
- Be optimistic / positive about team
- Criticize ideas, not members
- Provide leadership (when needed) without threatening formal facilitator
- Perform promised follow-up
- Pay attention, stay open-minded
- Take problems seriously
- Be courteous, honest, trusting
- Say what you feel / think
- Take risks
- Use "we" expressions and thought
- Support each other
- Show commitment toward making it work
- Display a sense of humor
- Set realistic goals / time frame on goals
- Establish clearly defined roles
- Distribute labor equally

Hinder

- Be critical, negative
- Attack personality
- Dominate
- Engage in name calling / stereotyping
- Be manipulative
- Jump from one topic to another
- Mask statements as questions
- Selectively interpret
- Agree with everything
- Avoid decision making or closure through sarcasm
- Seek sympathy
- Express futility, resignation, or helplessness
- Withdraw psychologically
- Reflect boredom / don't pay attention
- Be prejudiced
- Be closed-minded
- Use "you" statements
- Don't communicate, cooperate, or participate
- Judge ideas / others
- Don't listen (engage in side conversations)
- Do other distracting work

¹ Deborah Harrington-Mackin, The Team Building Tool Kit, amacon, 1994, pp 13.