Goals – Roles – Processes – Relationships Model
When work groups need to function as teams, one model that helps them assess where they are and develop their teamwork involves the Goals-Roals-Processes-Relationships framework, using the following steps:

### Step One: Assess Goal Clarity and Consensus
- Have goals been set and communited?
- Do these goals accommodate external conditions with which the team must work??
- Are goals understood and agreed with?
- Is there a plan for achieving the goals?

YES

Focus team building on developing vision, team goals, action planning and ensuring consensus about priorities.

NO

Focus team building on responsibility charting and other techniques that help team members clarify their role responsibilities, authorities and expectations about performance.

### Step Two: Assess Clarity of Roles and Responsibilities
- Are team members clear about responsibilities and authorities?
- Have any gaps or overlaps in role responsibilities or authorities been worked out?
- Have team members discussed and resolved different perceptions or expectations about how other team members are performing, or should be performing their roles?

YES

Focus team building on identifying and addressing processes, procedures and norms that are interfering with effective teamwork.

NO

Focus team building on: 1) Understanding and valuing individual differences and/or 2) Identifying and addressing dysfunctional interactive styles

### Step Three: Assess Effectiveness of Team Processes and Norms
- Does the team have and use efficient planning, decision making and problem solving processes?
- Are effective two-way communications processes in place?
- Is there demonstrated team leadership?
- Do group norms support high performance/high commitment teamwork?

YES

Focus team building on: 1) Understanding and valuing individual differences and/or 2) Identifying and addressing dysfunctional interactive styles

NO

Focus team building on environmental conditions outside of the team such as functional placement, supplier/customer processes, organization culture and politics.

### Step Four: Assess Team Interpersonal Relationships
- Are there significant differences in interpersonal styles that are causing misunderstandings or problems?
- Are team members using ineffective or dysfunctional interactive styles?

YES

Focus team building on: 1) Understanding and valuing individual differences and/or 2) Identifying and addressing dysfunctional interactive styles

NO

Focus team building on environmental conditions outside of the team such as functional placement, supplier/customer processes, organization culture and politics.