What Roles Do We Play?
Effective Teams have members who are:

• Open
• Supportive
• Action Oriented
• Positive Communication Style
• Positive Perception Of Team And Goal
• Adaptive and Flexible
Poor Teams have members who:

- Lack trust
- Fear Conflict
- Lack commitment
- Avoid accountability
- Lack focus
- Use negative language
- Express boredom
- Grab credit
- Get off task
- Fail to deliver
Team members take on different roles depending on their personality and the situation.

Roles in that a role can be formal or informal.

A member may show more than one role behavior in a meeting or group.
An individual’s role behaviors may result from

• their personality traits
• short-term mood
• reaction to another group member
• out of necessity

http://open.lib.umn.edu/communication/chapter/14-2-group-member-roles/
Task Roles vs. Maintenance Roles

• Task Roles relate to completion of a task or goal
• Maintenance Roles relate to interpersonal needs

http://open.lib.umn.edu/communication/chapter/14-2-group-member-roles/
Productive Group Task Roles: Task Leader

Directs the sequence of steps the group takes
Keep the group "on-track"
Productive Group Task Roles: Expediter

- Keeps the group on track
- Moves the conversation along at the appropriate time
Productive Group Task Roles: Information Provider

Gathers information relevant to the task
Productive Group Task Roles: Information Seeker

Asks questions and seeks information
Productive Group Task Roles: Recorder

Keeps the group focused and organized
Tracks discussion points and ideas
Productive Group Task Roles: Summarizer/Clarifier

Summarizes the group's discussion and conclusions.

Clarifies group objectives

Elaborates on the ideas of others
Productive Group Task Roles: Evaluator

Helps the group to avoid coming to agreement too quickly

Might play Devil’s Advocate to avoid GroupThink
Productive Group Task Roles: Ideas Person

Suggests new ideas to solve problems or organize the task
Productive Group Maintenance Roles: Compromiser

Tries to maintain harmony among the team members
Looks for win/win solutions
May act as an interpreter finding common ground and understanding
Productive Group Maintenance Roles: Tension Releaser

- Naturally funny sensitive
- Aware of group dynamics
- Breaks the ide or eases tensions
Productive Group Maintenance Roles: Encourager

Energizes groups when motivation is low
Often uses humor or enthusiasm
Unproductive Group Roles: Autocrat

Tries to dominate or constantly interrupt
Unproductive Group Roles: Show Off

Talks all the time

Thinks they know all the answers.
Unproductive Group Roles: Butterfly

Keeps changing the topic before others are ready
Unproductive Group Roles: Aggressor

- Doesn't show respect to others
- Comments negatively about team members
Unproductive Group Roles: Avoider

Refuses to focus on the task
Refuses to work on group relationship problems
Mentally or physically withdraws from the group
Unproductive Group Roles: Critic

Always sees the negative side to any argument
Never suggests alternatives
Puts down the ideas of others
Unproductive Group Roles: Help Seeker

Constantly looks for sympathy from others
Often plays a victim role
Unproductive Group Roles: Self-Confessor

Uses the group as a forum to talk about self

Often inappropriate topics
Unproductive Group Roles: Clown

Shows no actual involvement in group work
Engages in distracting communication to draw attention
Unproductive Group Roles: Clown

Shows no actual involvement in group work
Engages in distracting communication to draw attention
Working with unproductive role-players:

- Establish group rules and norms that set up a positive climate
- Intervene early when you see signs of withdraw
- Find ways to divide tasks equally and hold members accountable
- Have well-organized agendas and minutes
- Leaders can intervene privately with a difficult member
Student Survival Guide

By: Stephanie Ludi
Communication in the Real World
An Open Source Textbook
Sources
